



Audience: EGI infrastructure
Report author: EGI Operations operations@egi.eu
Service: Quality of support
Frequency: Monthly
Documentation <https://confluence.egi.eu/display/EGISLM/Service+Level+Target+-+Quali>
Data source: https://ggus.eu/?mode=report_view

		2022-12			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		2.15	1.05		
CERN		3.06	2.33	0.07	0
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG			0		
NGI_BY					
NGI_CH		0.64			1.13
NGI_CHINA		7.13		4.88	
NGI_CZ		0			
NGI_DE		1.15	0.48		
NGI_FI					
NGI_FRANCE		0.94	1.1	5.31	2.26
NGI_GRNET					
NGI_HR					
NGI_HU					
NGI_IBERGRID		2.05	3.15		
NGI_IL					
NGI_IT		2.98	1.05	1.31	1.6
NGI_NDGF		9.66	1.72		
NGI_NL		0.14	2		
NGI_PL		23.73	0.07		
NGI_RO				0.22	
NGI_SI		0			
NGI_SK		1.84			
NGI_TR		0	0.66		
NGI_UA					
NGI_UK		1.07	0.4	0.02	0.16
ROC_Canada		0.51	0.34		
ROC_LA		1.59	0.17		
Russia		2.94	0.62	2.08	

Legend	QoS	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
Response time exceeded	Medium	5	5	1	1
Response time in line					

[wd] = working days