



**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+-+Qualit>  
**Data source:** [https://ggus.eu/?mode=report\\_view](https://ggus.eu/?mode=report_view)

		2023-01			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		0.45	9.15		
CERN		0.17	1.16		0.03
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		3.51	0.18	2.58	
NGI_CHINA		1	3.21		
NGI_CZ			6.33		
NGI_DE		0.14	0.08	0	
NGI_FI					
NGI_FRANCE		0.12	2.01		0
NGI_GRNET		18.13			
NGI_HR					
NGI_HU					
NGI_IBERGRID			2.67	0.71	
NGI_IL					
NGI_IT		0.89	4.81	4.68	0.07
NGI_NDGF		0.03	2.29		
NGI_NL		0.19	2.36	0.01	
NGI_PL			0.74	0	
NGI_RO					
NGI_SI		1		0.24	
NGI_SK		0.01			
NGI_TR			0.7		
NGI_UA					
NGI_UK		0.87	0.65	3	0.03
ROC_Canada		0.74	0.41		
ROC_LA		0.15			
Russia		0.01	0.01	0	

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