



**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)

		2023-02			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific					
CERN		0.49	0.05	0	0.26
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		3.84			
NGI_BY					
NGI_CH		0.97			
NGI_CHINA		3.16			
NGI_CZ		0.97	6.34		
NGI_DE		0.69	1.75	0.07	
NGI_FI					
NGI_FRANCE		1.38	0.26	0.32	0
NGI_GRNET					
NGI_HR		11.66			
NGI_HU		0.93			
NGI_IBERGRID		3.06	0.71	0.1	
NGI_IL		5.11			
NGI_IT		2.41	2.82	0.01	
NGI_NDGF		5.08	2.28	1.61	
NGI_NL		0.24	2.9	0.46	
NGI_PL		0.68	2	0.95	
NGI_RO		0.08		0.01	
NGI_SI		0.63		0.15	
NGI_SK		0.08			
NGI_TR		0.94	0.33		
NGI_UA		3.16			
NGI_UK		0.59	0.19	0.2	
ROC_Canada		1.95	0.75		3.78
ROC_LA		1.47	0.26	0.15	
Russia		0.84	0.06	0.11	

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