



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

		2023-03			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific		1.2	2.72		1.69
CERN		0.1	0.04		0
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH			1.68		12.97
NGI_CHINA			0.94	4.8	
NGI_CZ			0.19		
NGI_DE			0.01	0.08	0
NGI_FI					
NGI_FRANCE		0.71	3.04	0.05	0.06
NGI_GRNET					
NGI_HR					
NGI_HU		0.72	0.07		
NGI_IBERGRID		3.99	2.01	0.08	
NGI_IL					
NGI_IT		3.32	2.2	1.73	0.14
NGI_NDGF		5.63	0.74		
NGI_NL		0.29	0.89		
NGI_PL		2.06	1.97		0.5
NGI_RO		0.71		6.3	
NGI_SI		0.17			
NGI_SK		0.24			
NGI_TR		0.32	0.12		
NGI_UA					
NGI_UK		2.16	1.29	0.15	
ROC_Canada		1.08		0.97	
ROC_LA		1.42	0.44	0.07	
Russia		0.98	0.31	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