



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>
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		2023-04			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific			1.25		
CERN				0.07	2.31
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0.59	1.65		
NGI_CHINA					
NGI_CZ		0			
NGI_DE		0.61	0.1	0.2	0
NGI_FI					
NGI_FRANCE		0.94	1.91	0.04	
NGI_GRNET					
NGI_HR					
NGI_HU		0.12			
NGI_IBERGRID		0.98	1.42	0.05	
NGI_IL					
NGI_IT		1.19	1.18	0.46	
NGI_NDGF		4.54	0.42		
NGI_NL			5.1	0	0.08
NGI_PL		6.1	1.83		
NGI_RO		0			
NGI_SI					
NGI_SK					
NGI_TR		1.35			
NGI_UA					
NGI_UK		0.37	1.12	0.21	2
ROC_Canada		1.17	2.06		
ROC_LA		1.05	0.13		0.33
Russia		0.76	0.57	0.37	

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