



**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](https://ggus.eu/?mode=report_view)

		2023-05			
NGI		less urgent	urgent	very urgent	top priority
		[wd]	[wd]	[wd]	[wd]
AfricaArabia					
AsiaPacific		1.56			
CERN		0.26	0.01	0.34	0.21
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY					
NGI_CH		0	0.09		
NGI_CHINA					
NGI_CZ					
NGI_DE		0	0.2	0.64	
NGI_FI					
NGI_FRANCE		2.37	1.25	13.96	0.02
NGI_GRNET					
NGI_HR					
NGI_HU		1.2			
NGI_IBERGRID		0.9	2.67		
NGI_IL					
NGI_IT		1.76	1.31	1.2	0.01
NGI_NDGF			0.6		
NGI_NL		0.05	0.12	0.25	0.18
NGI_PL			3.98	1.22	
NGI_RO		0.03	0		
NGI_SI					
NGI_SK		0	0.12		
NGI_TR		1.75	0		
NGI_UA					
NGI_UK		1.75	0.4	0.53	0
ROC_Canada		0.44		4.95	
ROC_LA		1.06	1	0.18	
Russia		0.35	0.48	0.48	

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

[wd] = working days