



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

		2023-06			
NGI		less urgent	urgent	very urgent	top priority
		[wd]	[wd]	[wd]	[wd]
AfricaArabia					
AsiaPacific		1.13	1.63		
CERN		3.35	1.25	0.17	0.02
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		0.19			
NGI_BY					
NGI_CH		0	1.24	4.28	1
NGI_CHINA			0.5		
NGI_CZ		0.25	4.78		
NGI_DE		0.82	1.25	3.56	
NGI_FI					
NGI_FRANCE		2.28	1.58	0.01	
NGI_GRNET		9.05			
NGI_HR					
NGI_HU			0.19		
NGI_IBERGRID		4.69	2.93		
NGI_IL			0.37		
NGI_IT		1.2	3.02	0.57	
NGI_NDGF		1.56		0.16	
NGI_NL		0.63	1.92	3.52	
NGI_PL		7	2.46	0.32	
NGI_RO		3.23	0.12		
NGI_SI					
NGI_SK		0.1			
NGI_TR		0.58	0		
NGI_UA			0.01		
NGI_UK		0.71	0.56	0.38	
ROC_Canada		7.76			8.2
ROC_LA		1.23	0.85	0	
Russia		0.43	0.6		

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

[wd] = working days