



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

NGI	2023-07			
	less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia				
AsiaPacific	6.14	0.46	4.29	9.03
CERN	3	0.83	1.02	0.09
NGI_AEGIS				
NGI_ARMGRID				
NGI_BG				
NGI_BY				
NGI_CH	2.25	0.73		
NGI_CHINA	2.01			
NGI_CZ	0.06			
NGI_DE	0	1.22		
NGI_FI				
NGI_FRANCE	1.83	0.82	2.68	
NGI_GRNET				
NGI_HR				
NGI_HU	0.61	1.37		
NGI_IBERGRID	2	1.78	0.01	
NGI_IL	0			
NGI_IT	1.73	0.9	0.01	
NGI_NDGF		0.21		
NGI_NL	0.91	2.67	1.98	0.46
NGI_PL	8.41	1.87		
NGI_RO	0.34			
NGI_SI	3.63		0.13	
NGI_SK	1			
NGI_TR	0			
NGI_UA		0		
NGI_UK	1.41	0.4	2.39	
ROC_Canada	2.22	3.46		
ROC_LA	1.62	2.38		
Russia	0.92	1.98	0.04	

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