



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

		2023-08			
NGI		less urgent	urgent	very urgent	top priority
		[wd]	[wd]	[wd]	[wd]
AfricaArabia					
AsiaPacific		2.64	6.15		
CERN		0.09	0.09		
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		6.73			
NGI_BY					
NGI_CH		1.9	0.67		
NGI_CHINA		0.02		0	
NGI_CZ		0	0.28		
NGI_DE		1.47	2.61		
NGI_FI					
NGI_FRANCE		2.43	3.2		
NGI_GRNET					
NGI_HR					
NGI_HU			0.32		
NGI_IBERGRID		4.5	2.63		
NGI_IL			0.58		
NGI_IT		0.81	1.28	0.01	
NGI_NDGF		2.92	5.03		
NGI_NL		2.06	0.29		
NGI_PL		3.05	1.3		
NGI_RO			0.43		
NGI_SI		0.07			
NGI_SK					
NGI_TR			1.33		
NGI_UA			0.16		
NGI_UK		1.61	2.04	0.07	
ROC_Canada		2.87	1.42		
ROC_LA		0.32	0.9	0	
Russia		0.03	1.46		

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