



**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)

		2023-09			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia					
AsiaPacific			0.47		
CERN		0.05	0.03	0.11	0.64
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG		4.85			
NGI_BY		2.83			
NGI_CH		0.22		1.4	
NGI_CHINA					
NGI_CZ		0.83	1		
NGI_DE		4.88	0.12	0.71	
NGI_FI					
NGI_FRANCE		1.45	0.55	0	0
NGI_GRNET					
NGI_HR		8.57			
NGI_HU		0.65			
NGI_IBERGRID		0.41	0		
NGI_IL		1			
NGI_IT		1.48	1.69	0	
NGI_NDGF		8			
NGI_NL		0.09	0.53		
NGI_PL		4.7	2.12		
NGI_RO		0.55		0.1	
NGI_SI		3.57			
NGI_SK		0.43			
NGI_TR			0.09		
NGI_UA					
NGI_UK		1.37	1.01	0.01	
ROC_Canada		4.16	0.48		
ROC_LA					
Russia		0.75	1.05		

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