



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++Qualit>
Data source: https://ggus.eu/?mode=report_view

		2023-10			
NGI		less urgent [wd]	urgent [wd]	very urgent [wd]	top priority [wd]
AfricaArabia			4.82		
AsiaPacific		1.55	0.36		1
CERN		1.12	0.12	0.46	3.27
NGI_AEGIS					
NGI_ARMGRID					
NGI_BG					
NGI_BY		0.33			
NGI_CH		7.04			
NGI_CHINA		1.35	9.73		
NGI_CZ		7.29			
NGI_DE		0.47	2.95	0.09	
NGI_FI					
NGI_FRANCE		0.86	0.68	6.14	0
NGI_GRNET					
NGI_HR			2		
NGI_HU			0.08		
NGI_IBERGRID		3.91	1.1		0
NGI_IL					
NGI_IT		5.2	1.24	0.03	2
NGI_NDGF		3.25	2.41		
NGI_NL		3.24	1.4	0.26	5.35
NGI_PL		0.74			
NGI_RO		0.08	0.07	1.69	
NGI_SI		0.26			
NGI_SK		0.28			
NGI_TR		1.49	0.29		
NGI_UA		0.77			
NGI_UK		0.54	0.57	0.01	0.3
ROC_Canada		1.45			
ROC_LA		0.67			
Russia		0.03	0.03		

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