iCER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

902

Compute 84%

Support 32%
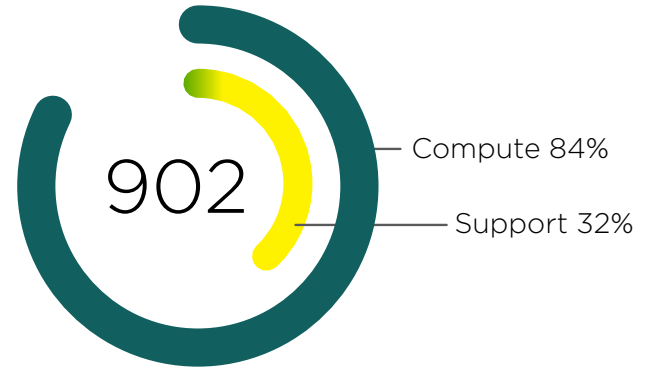
Developer/Login Nodes   **Batch Queue**   **Mapped Home Drive/Samba**
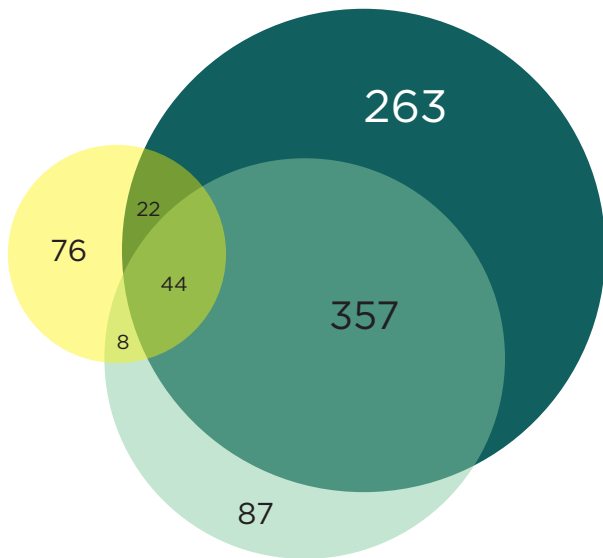
NUMBER OF USERS ACCESSING iCER COMPUTE SERVICES

263

76

22

44

357

8

87

This figure shows a breakdown of users who accessed iCER compute services:

419 users (375+44) accessed the developer nodes to submit jobs to the queue.

285 interactive users (263+22) utilized only iCER developer nodes to do their work. This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

**76 users accessed the iCER file systems to only store their files.**

361 researchers (263+22+76) used iCER hardware outside of the batch queue.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

This figure shows a breakdown of users that use iCER support services. These support services include support tickets, iCER workshops and office hours.
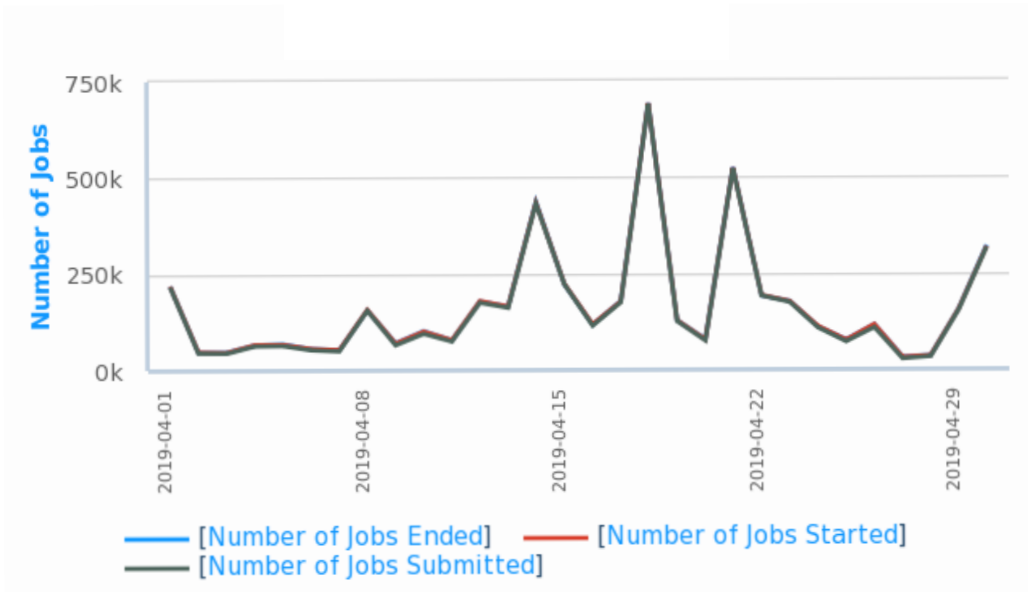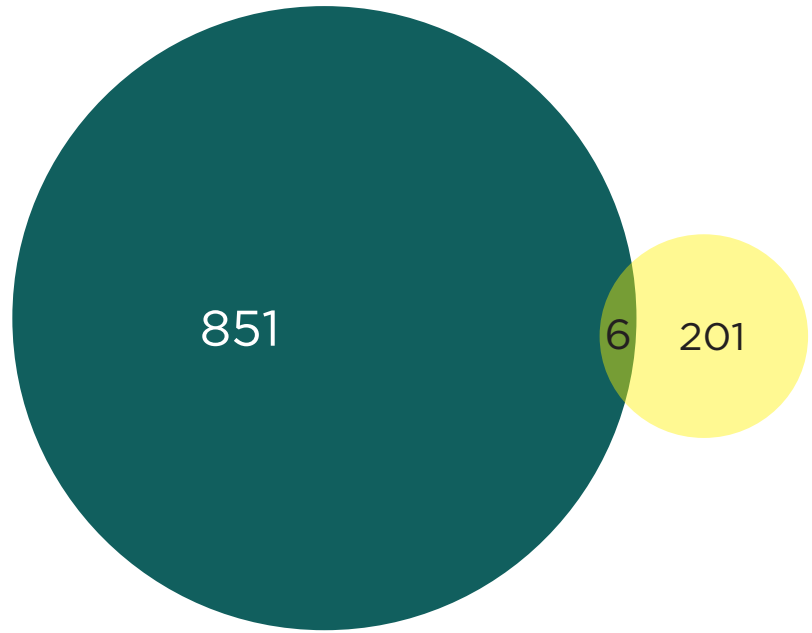
**There is no iCER Workshop in the month of April**

Tickets   **Workshops**   **Office Hour**

198

9
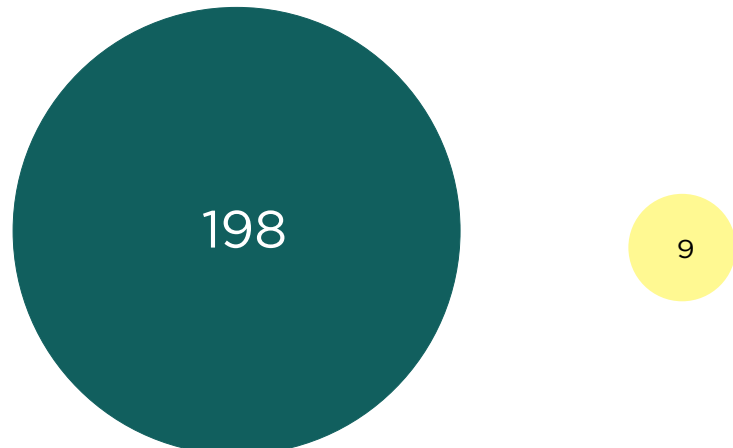
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

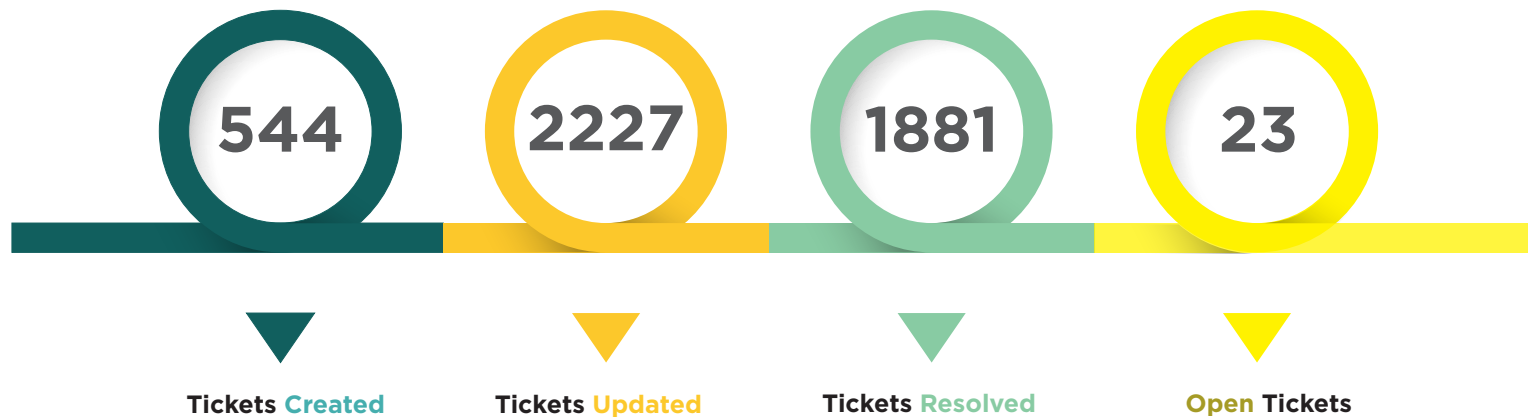851   6   201

- **Compute**
- **Support**

On a typical day, the scheduler processes approximately 483820 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 336 jobs per minute.

[Number of Jobs Ended] [Number of Jobs Started]
[Number of Jobs Submitted]

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER
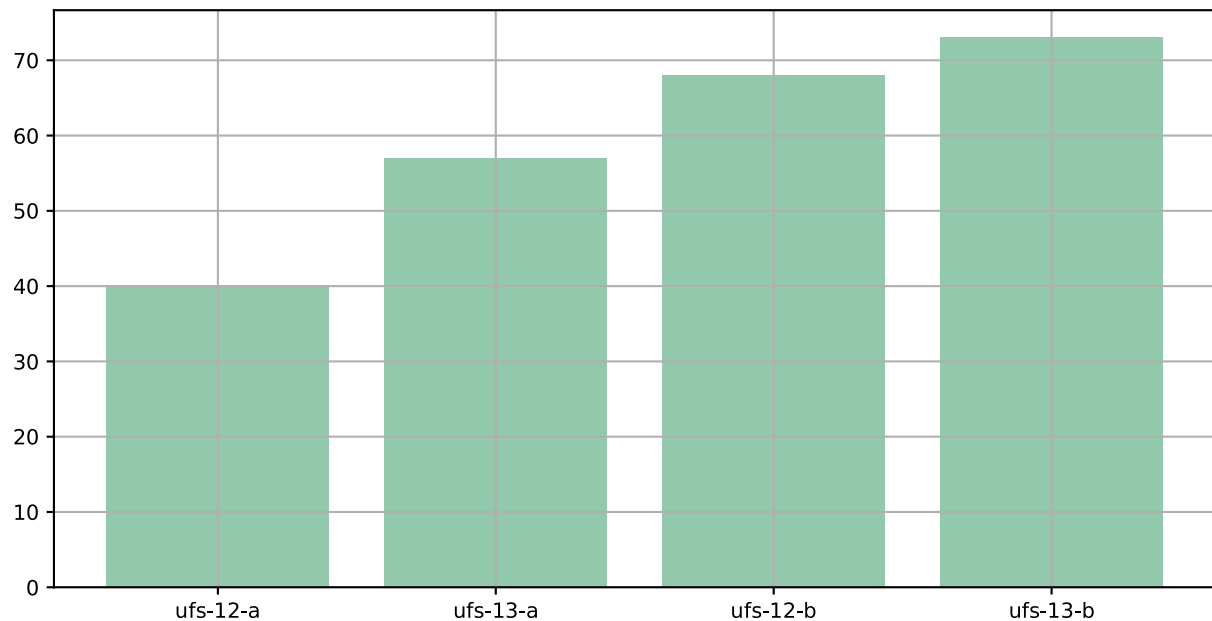
TICKET ACTIVITY SUMMARY

544
Tickets **Created**

2227
Tickets **Updated**

1881
Tickets **Resolved**

23
Open Tickets

TICKET MESSAGE SUMMARY

1097
Total Users' Messages

2491
Total iCER's Messages

MARCH TICKET HIGHLIGHTS

CHUN-MIN CHANG
Research Consultant
JOB POLICIES ON CPU TIME LIMITS

TICKET RESOLUTION STATISTIC

699
Messages answered in April

12.88%

8.15%

42.51%

19.46%

6.72%
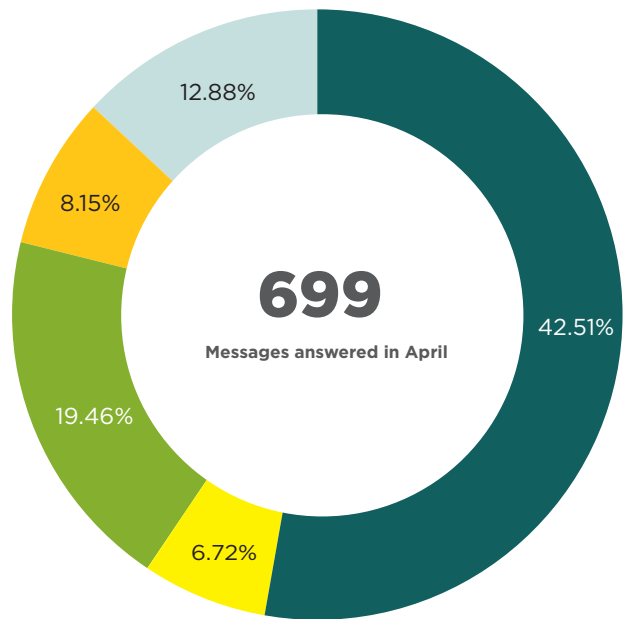
- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

31
New User Accounts created
in April

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