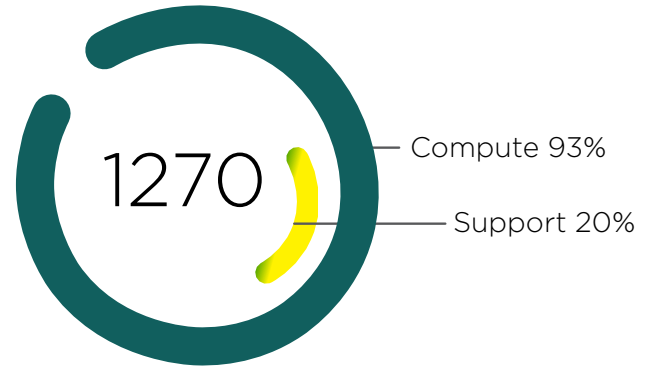


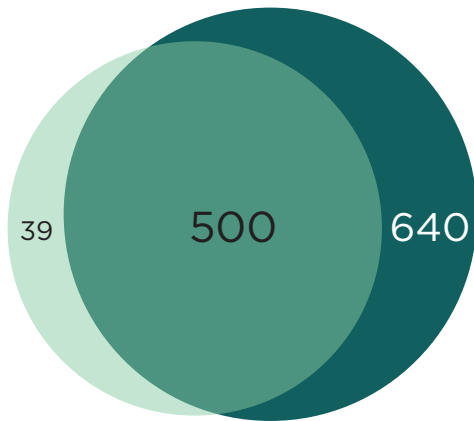
ICER SERVICE REPORT

APR 2020

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

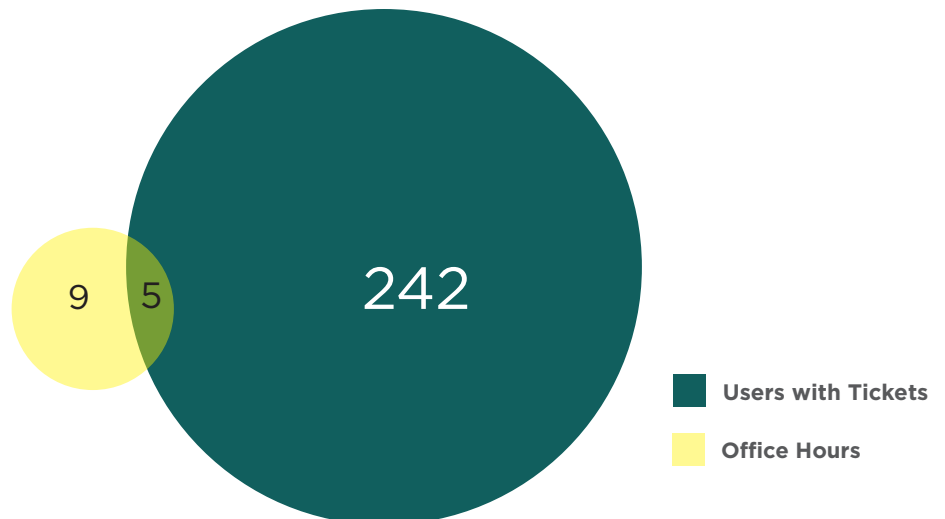
This figure shows a breakdown of users who accessed ICER compute services:

500 users accessed the developer nodes to submit jobs to the queue.

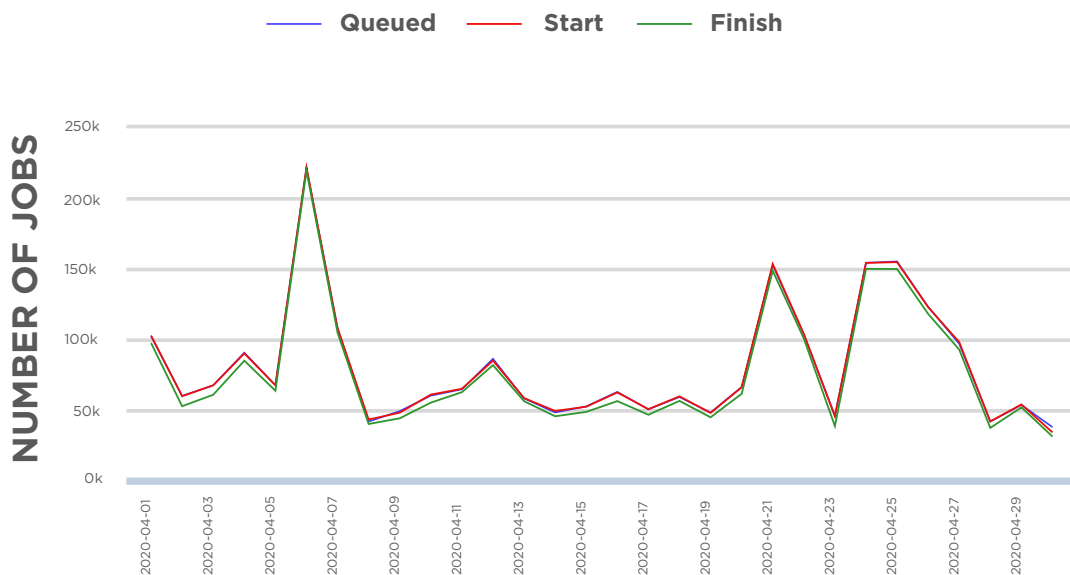
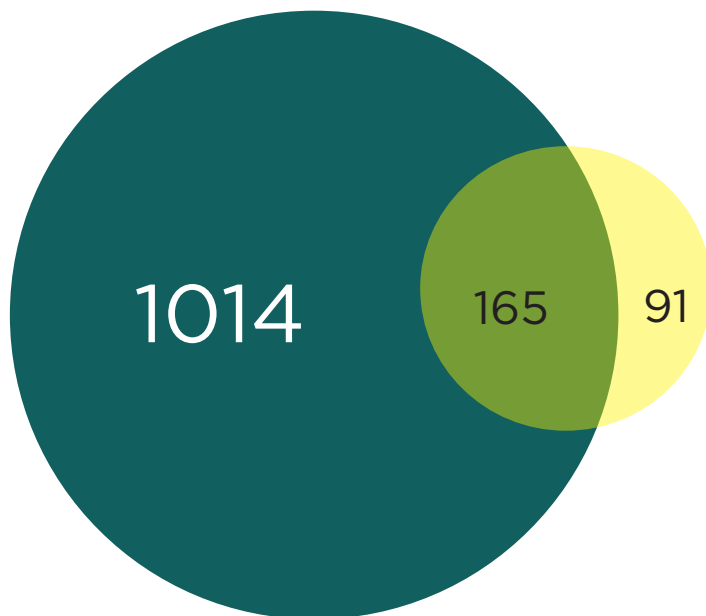
640 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

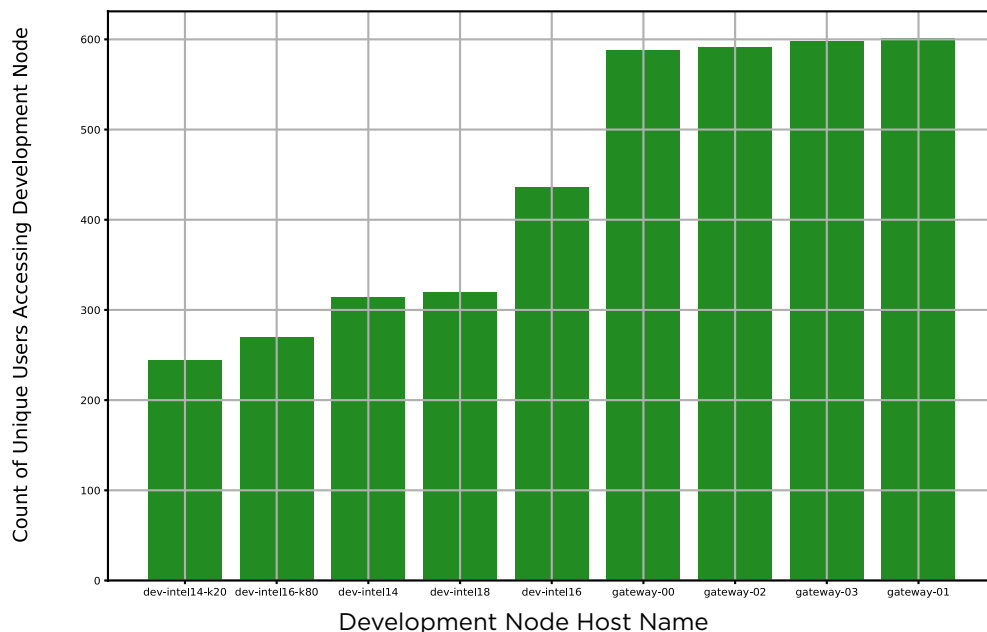


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 157,888 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 109 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

363

Tickets Created

705

Tickets Updated

255

Tickets Resolved

31

Open Tickets

TICKET MESSAGE SUMMARY



805

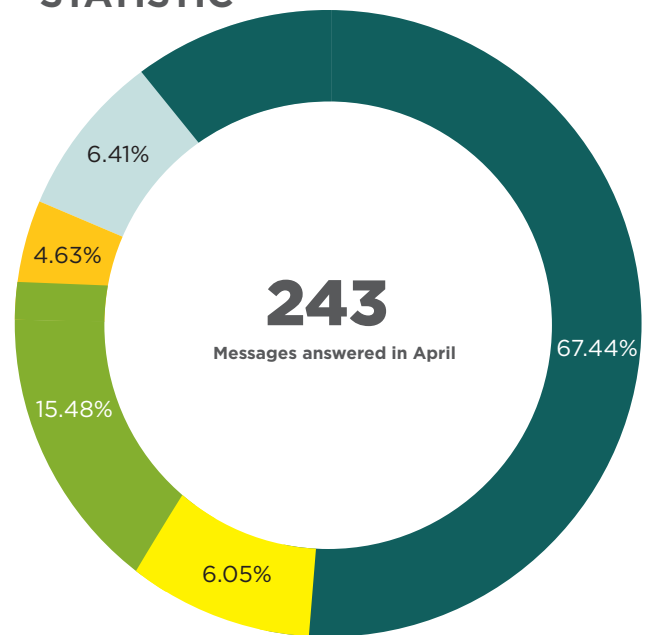
Total Users' Messages



882

Total ICER's Messages

TICKET RESOLUTION STATISTIC



- 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

APRIL TICKET HIGHLIGHTS



XIAOGE WANG

Research Consultant

TIPS FOR GPU COMPUTING ON HPCC

36

New User Accounts created in APRIL

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