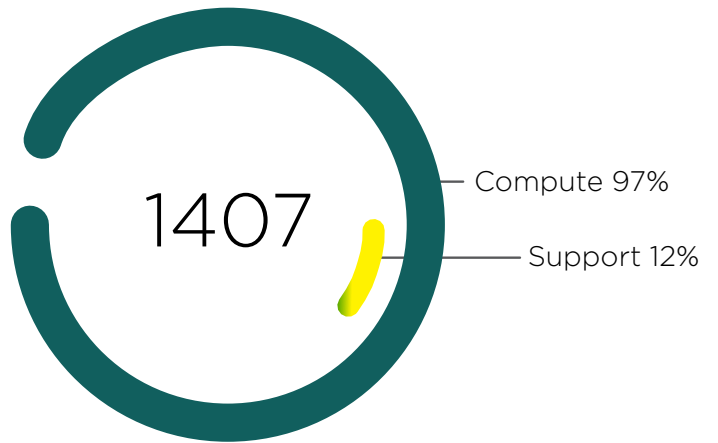


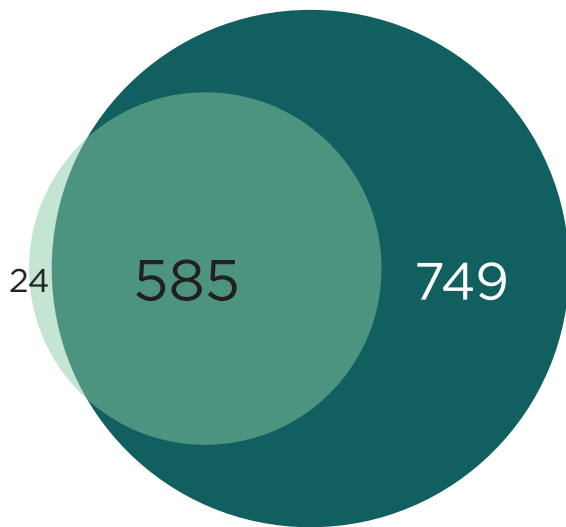
ICER SERVICE REPORT

APR 2021

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Batch Queue/Cluster Developer/Login Nodes



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

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

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

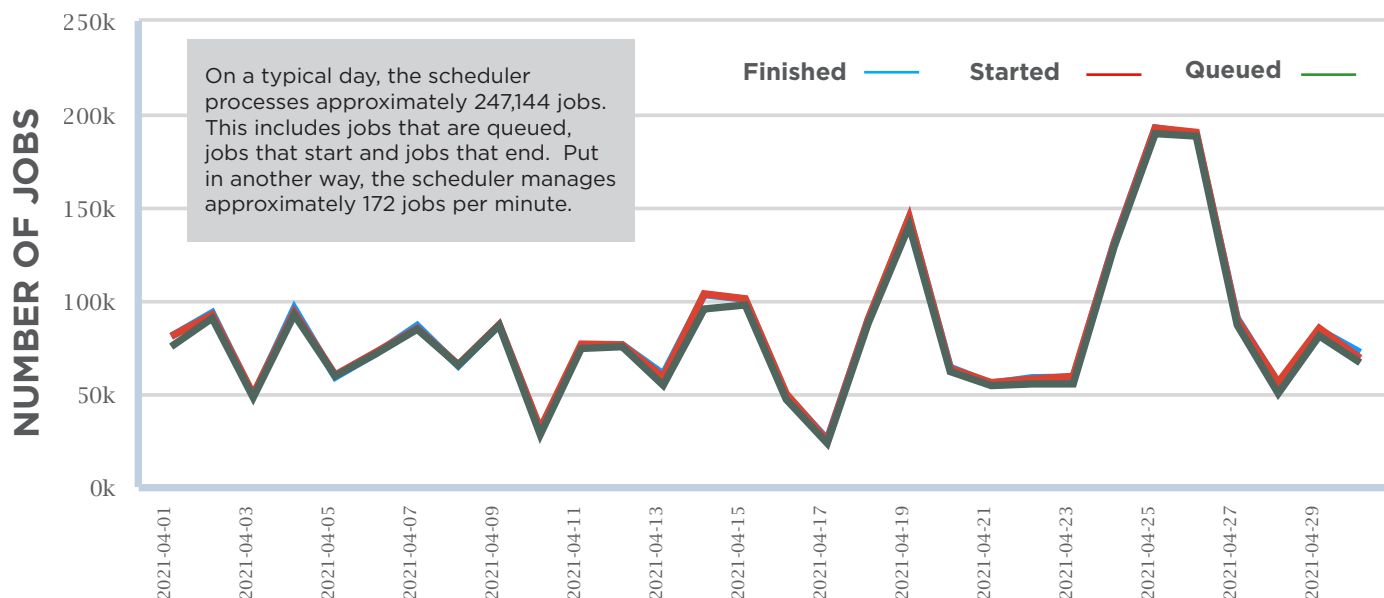
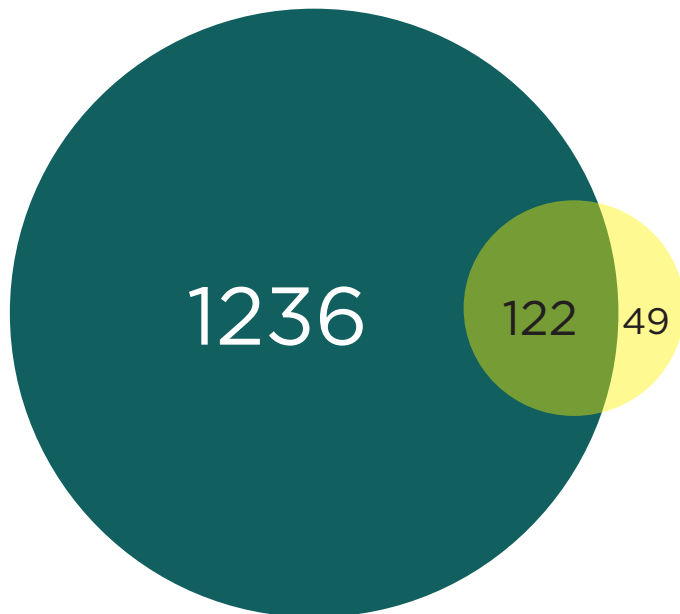
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

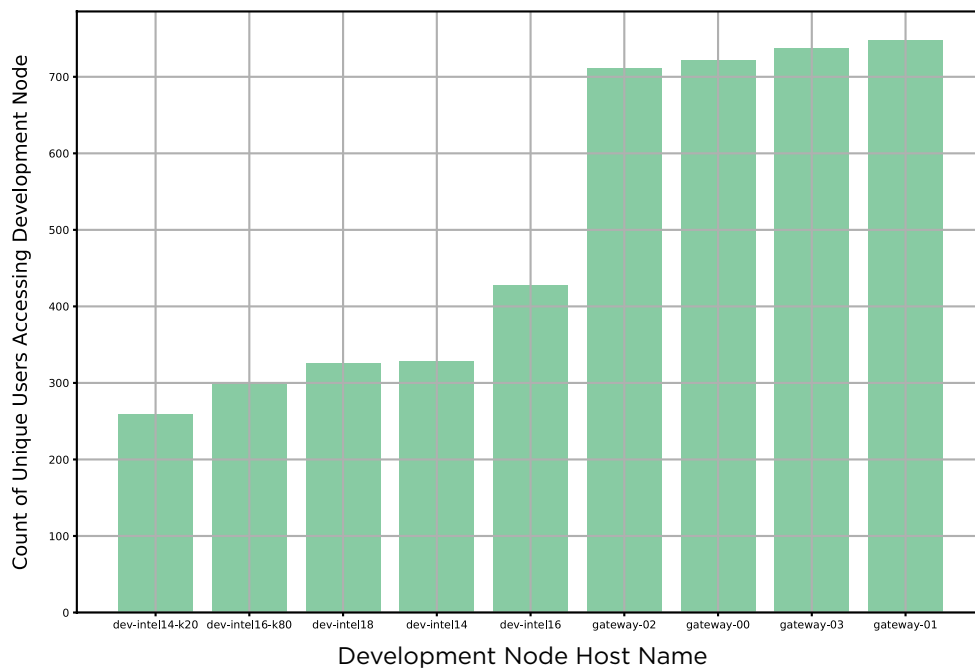


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



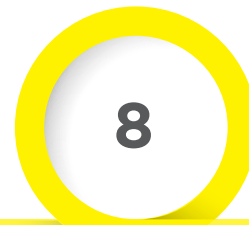
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



625

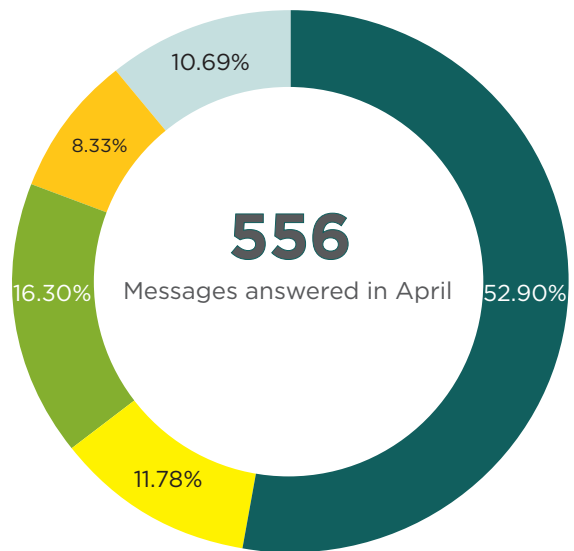
Total Users' Messages



685

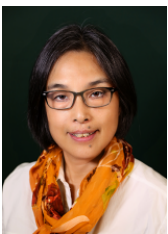
Total ICER's Messages

TICKET RESOLUTION DATA



- 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

MAY TOPIC OF THE MONTH



XIAOGE WANG
 Research Consultant
**MATLAB 2021A IS INSTALLED
 AND READY FOR USE**

55

New User Accounts created in APRIL

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