ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1015

Compute 96%

Support 16%
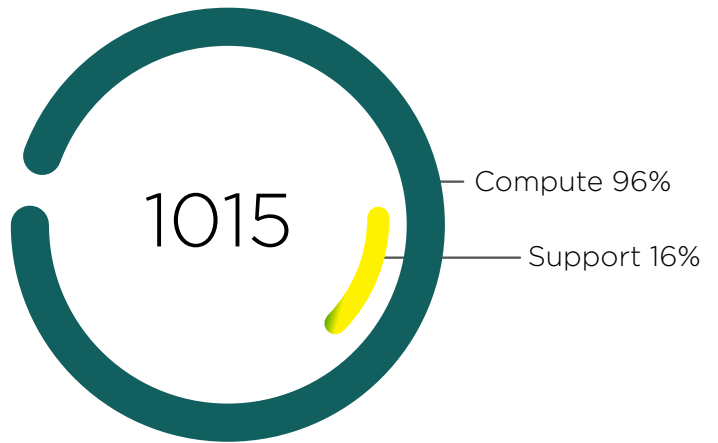
Developer/Login Nodes   **Batch Queue/Cluster**

124   353   495
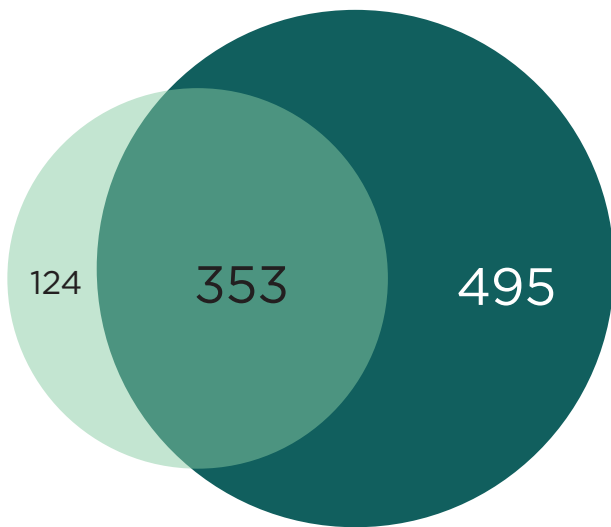
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

This figure shows a breakdown of users who accessed ICER compute services:
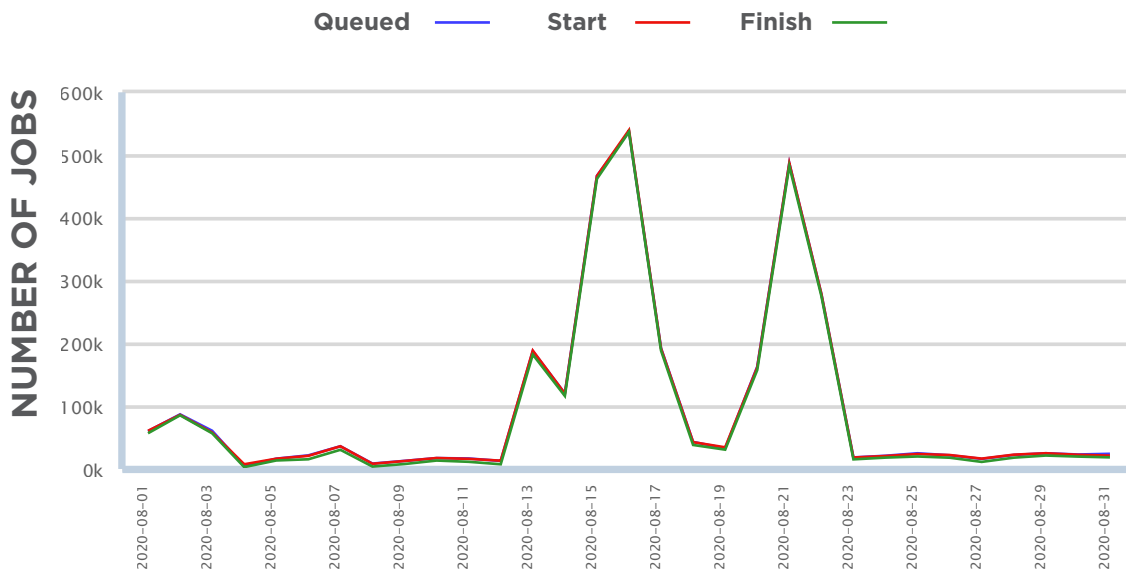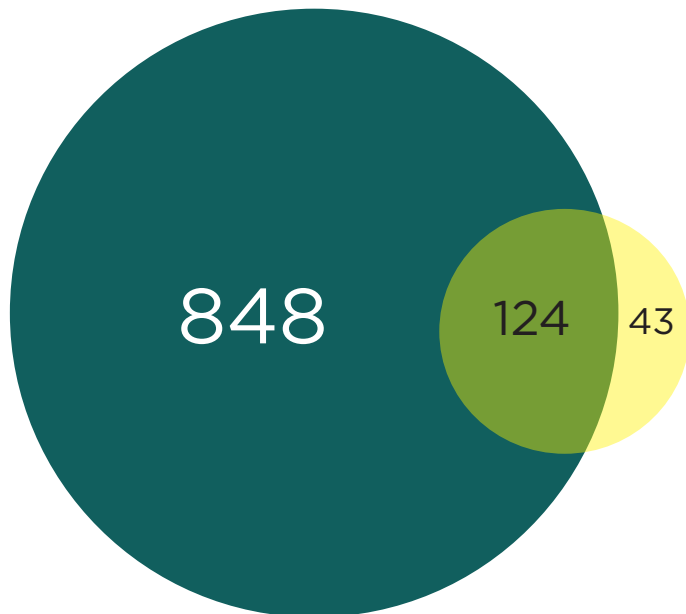**353 users accessed the developer nodes to submit jobs to the queue.**

495 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

6   4

0   2

15   1

139

Users with Tickets

Office Hours
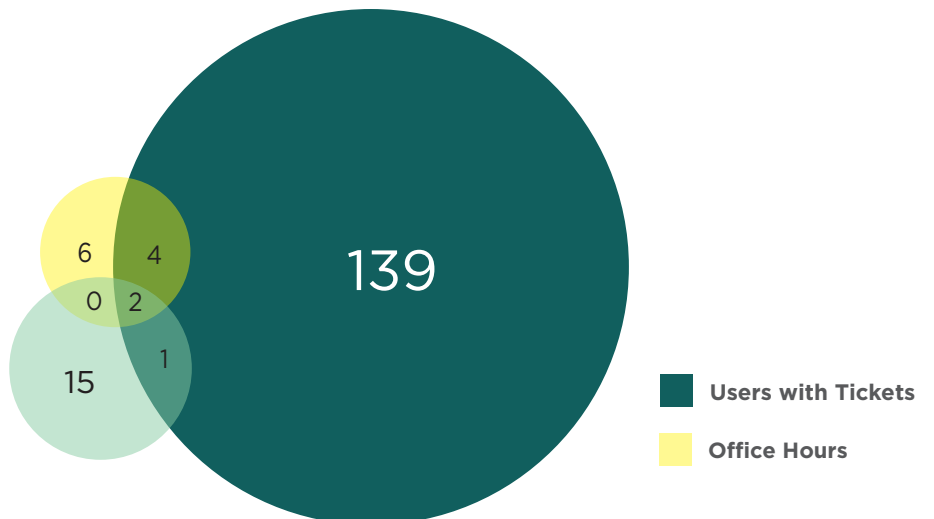
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

■ Compute

■ Support

848   124   43

Queued ——— Start ——— Finish ———

NUMBER OF JOBS

On a typical day, the scheduler processes approximately 301,908 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 209 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

Development Node Host Name
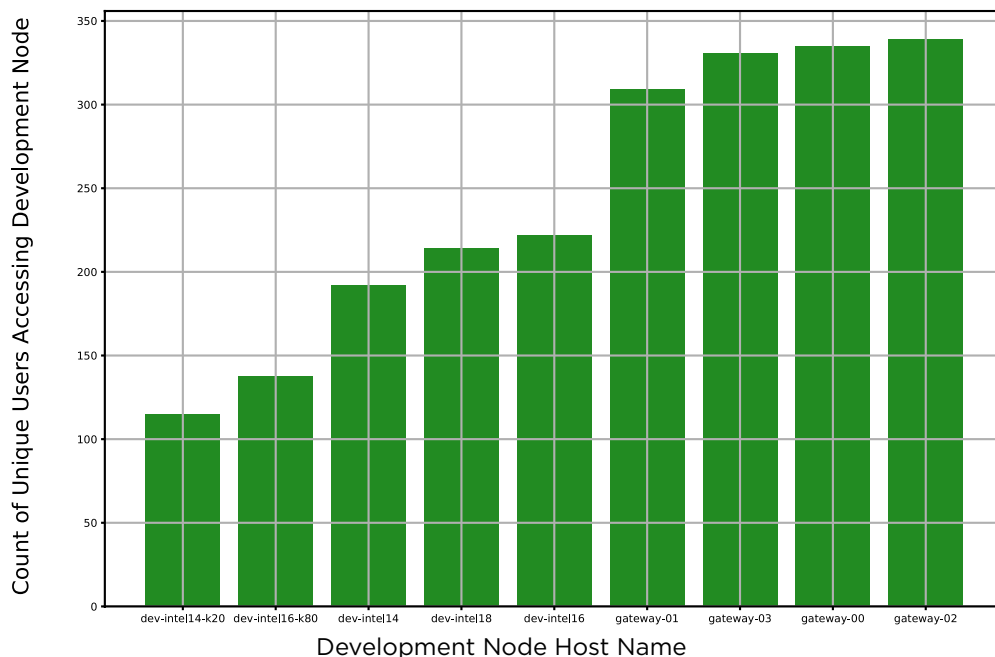
TICKET ACTIVITY SUMMARY

210
Tickets **Created**

340
Tickets **Updated**

238
Tickets **Resolved**

23
Open Tickets

TICKET MESSAGE SUMMARY

578
Total Users' Messages

584
Total ICER's Messages

TICKET RESOLUTION STATISTIC

11.85%
5.69%
17.08%
5.69%
59.68%

439
Messages answered in August

- 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
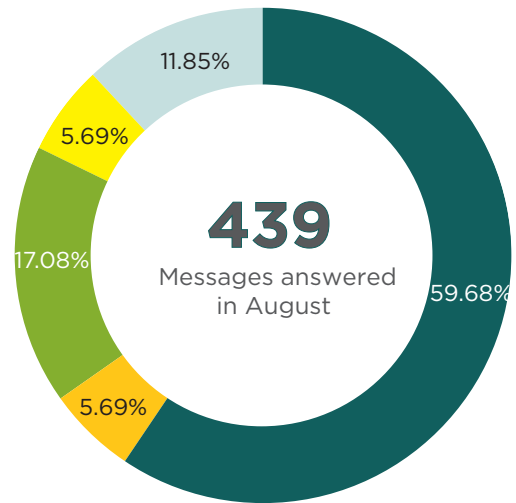
AUGUST TICKET HIGHLIGHTS

ANDY KEEN
HPC Administor
AMD20 GENERAL AVAILABILITY, EXPANDED TESTING, AND LS15 PURGE

57
New User Accounts created
in AUGUST

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