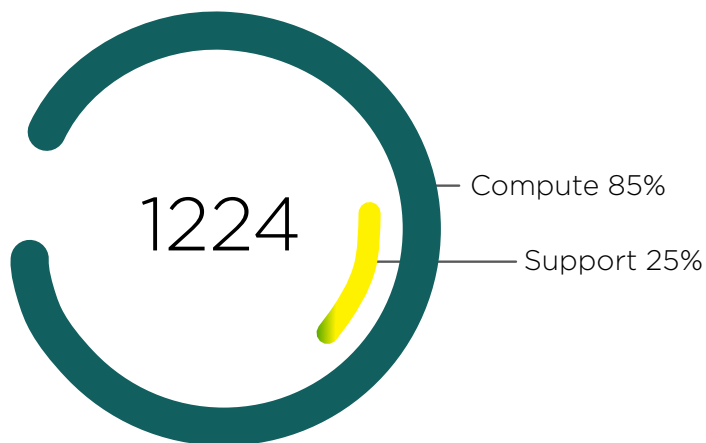


ICER SERVICE REPORT

AUG 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:

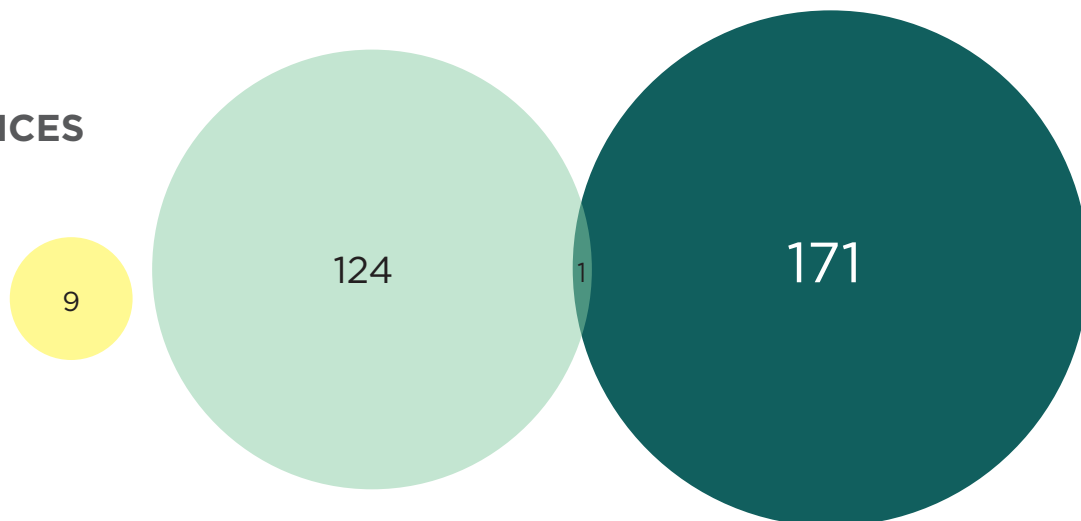
309 users accessed the developer nodes to submit jobs to the queue.

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

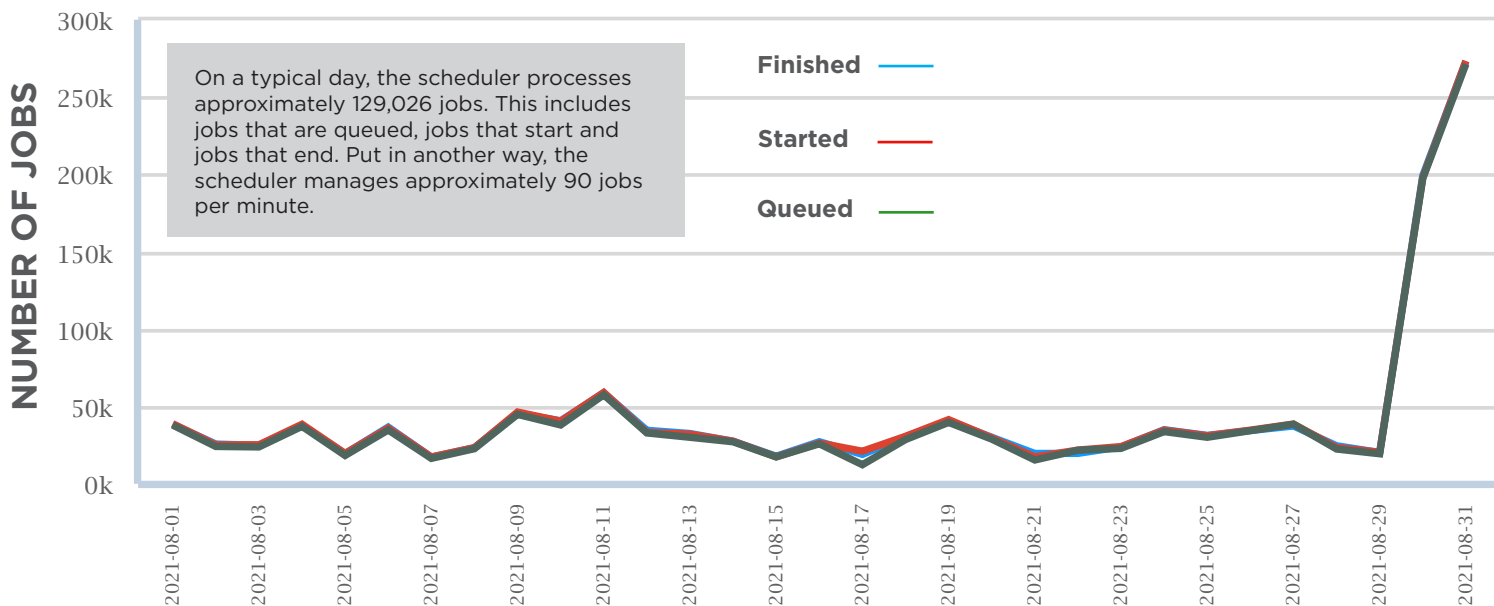
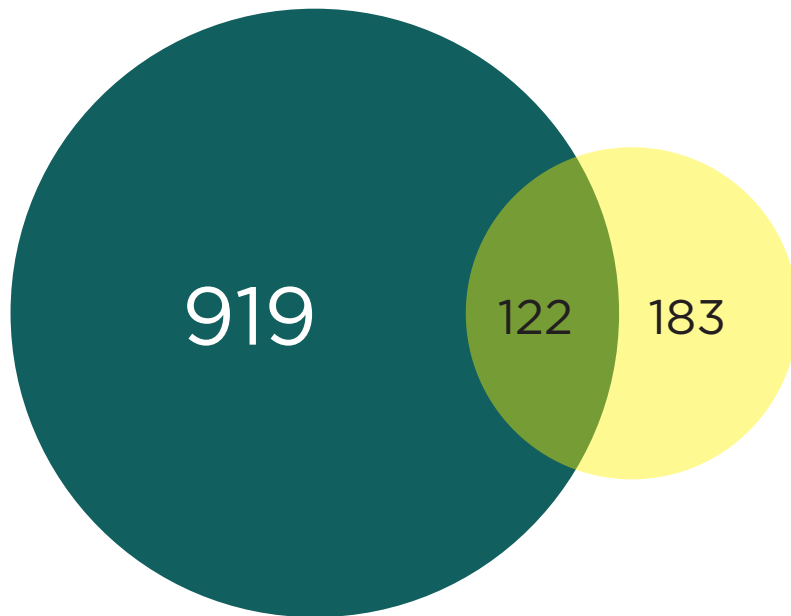
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

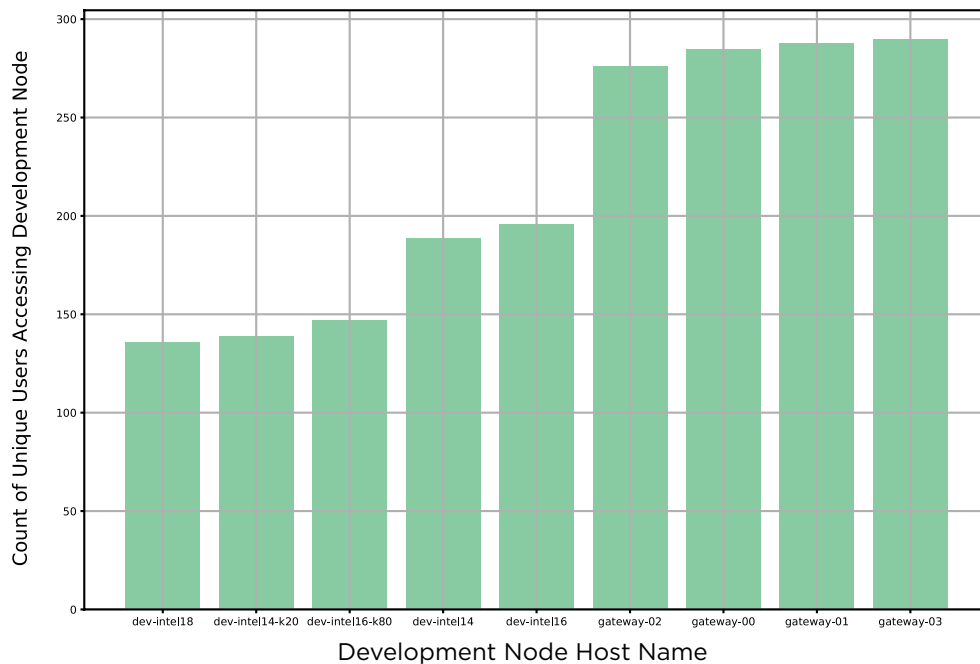
Users with Tickets Office Hours Workshops



COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



679

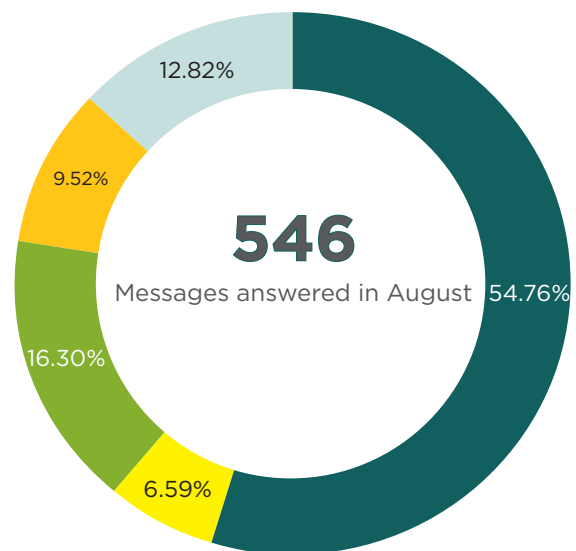
Total Users' Messages



772

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

SEPTEMBER TOPIC OF THE MONTH

USER-FRIENDLY HPCC ACCESS WITH ONDEMAND

69

New User Accounts created in AUGUST

Report Contributors:
Chun-Min Chang
Michelle David
Laura Harris
Jim Leikert