ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1270

Support 19%
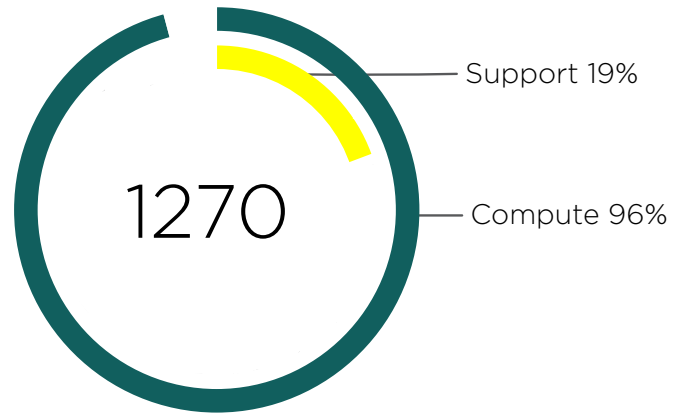
Compute 96%

Batch Queue/Cluster   **Developer/Login Nodes**

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

103   387   731

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

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

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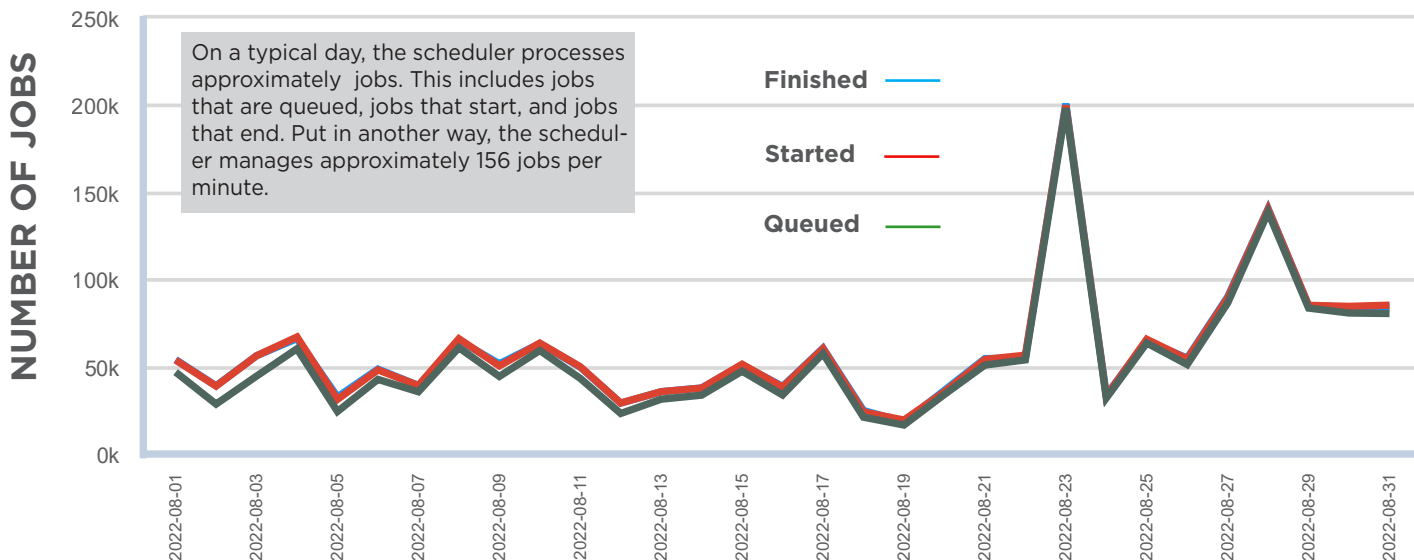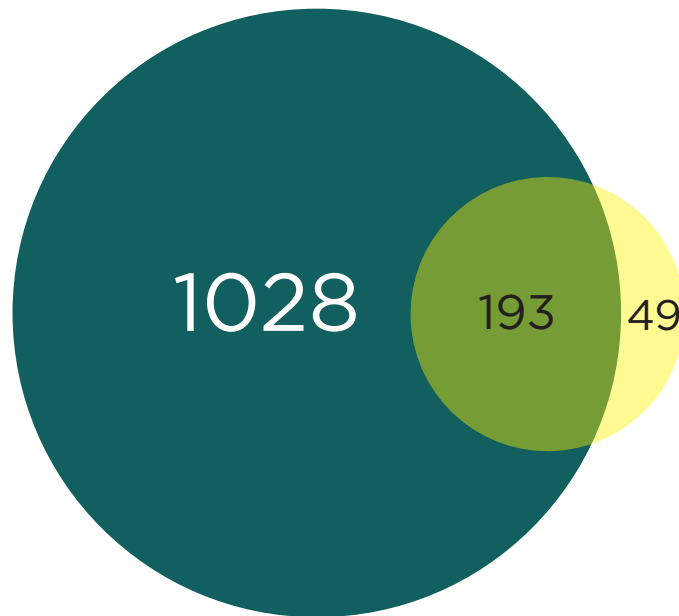> Only need access to software (ex. Matlab, mathematica)
> Are still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

84
### New User Accounts created
in August

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

1028   193   49

- ■ Compute
- ■ Support

NUMBER OF JOBS

On a typical day, the scheduler processes approximately jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 156 jobs per minute.

Finished ——
Started ——
Queued ——

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

Development Node Host Name
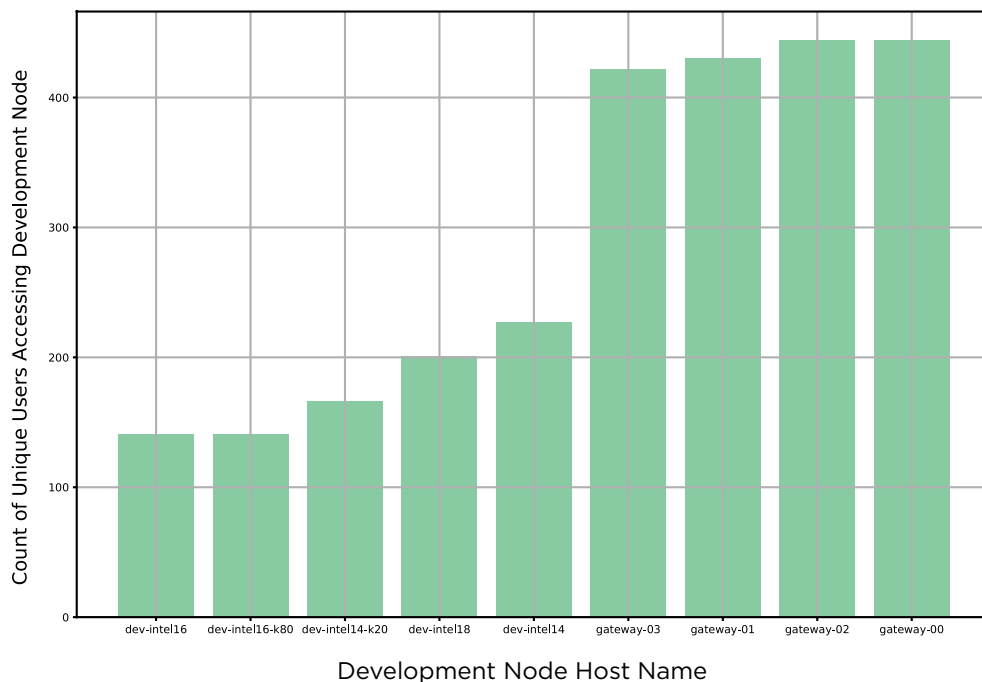
TICKET ACTIVITY SUMMARY

371
Tickets **Created**

478
Tickets **Updated**

387
Tickets **Resolved**
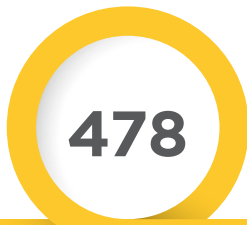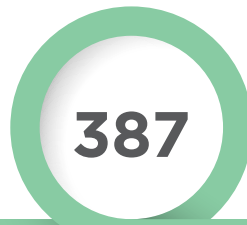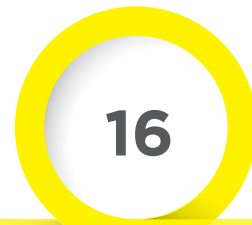
16
Open Tickets

TICKET MESSAGE SUMMARY

915
Total Users' Messages

618
Total ICER's Messages

SEPTEMBER TOPIC OF THE MONTH

NICHOLAS PANCHY
Research Consultant

INTRODUCING LAB NOTEBOOKS IN USER DOCUMENTATION

TICKET RESOLUTION DATA

452
Messages answered in August

26.11%
52.43%
9.96%
8.19%
9.73%
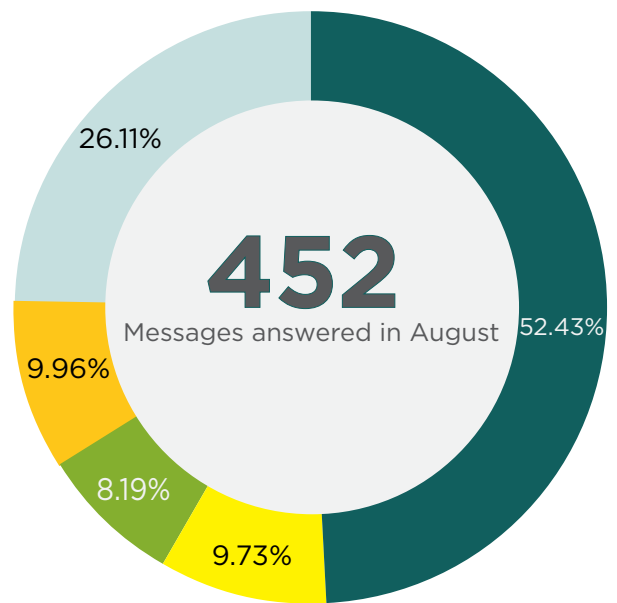
- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

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