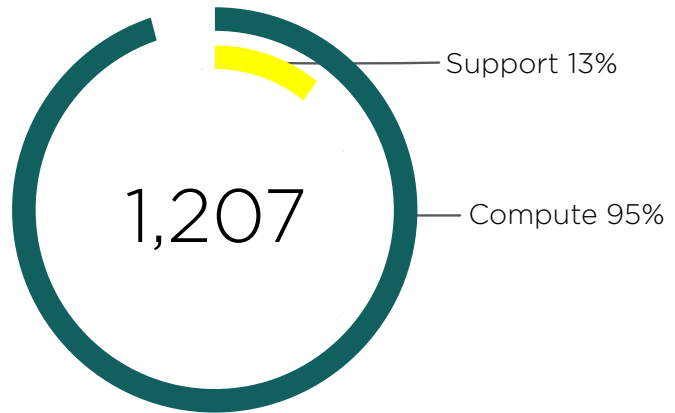


# ICER SERVICE REPORT

August 2023

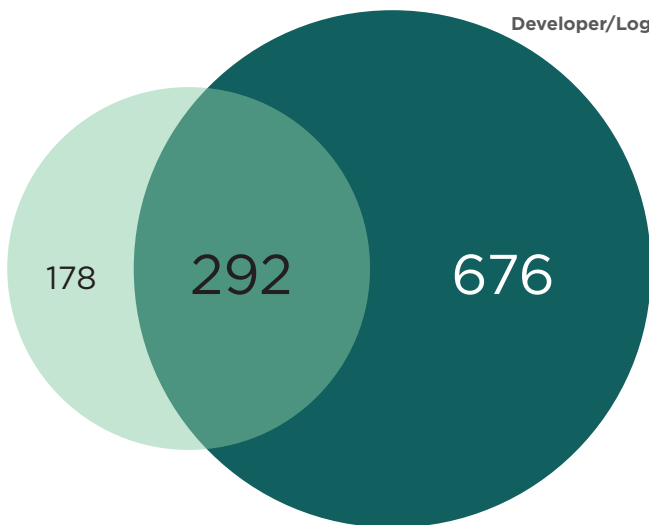
## NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



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:

**292 users accessed the developer nodes to submit jobs to the queue.**

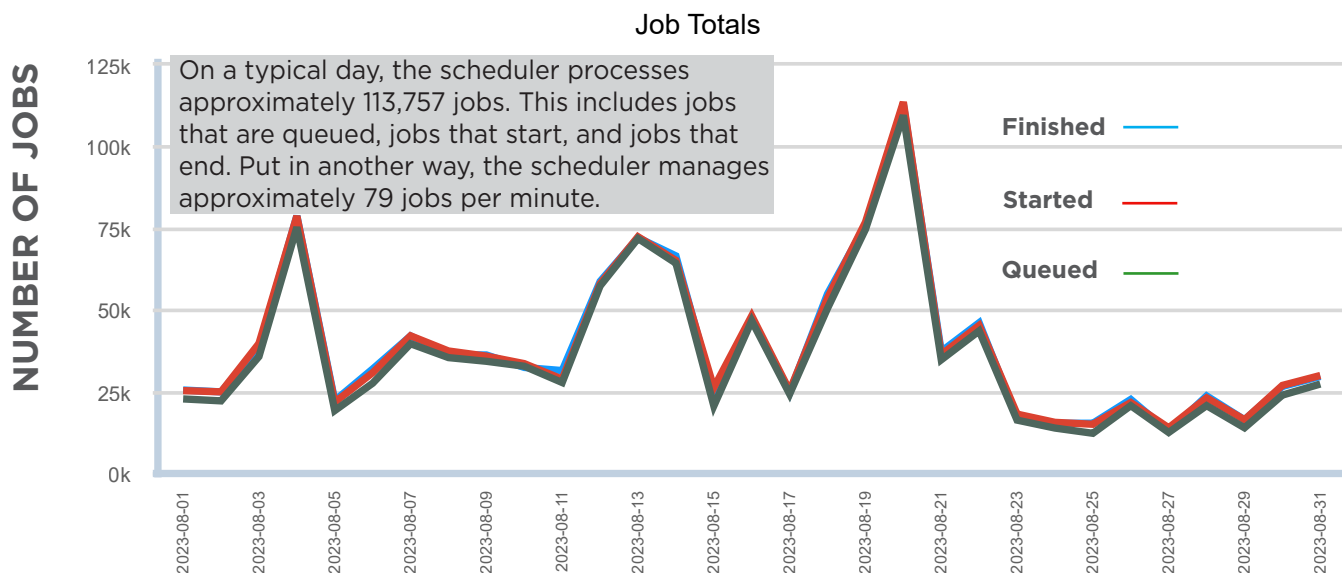
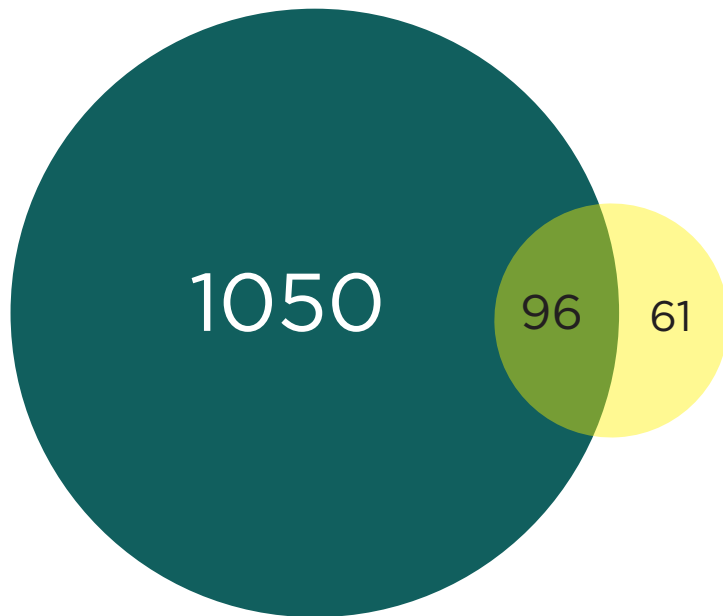
**676 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

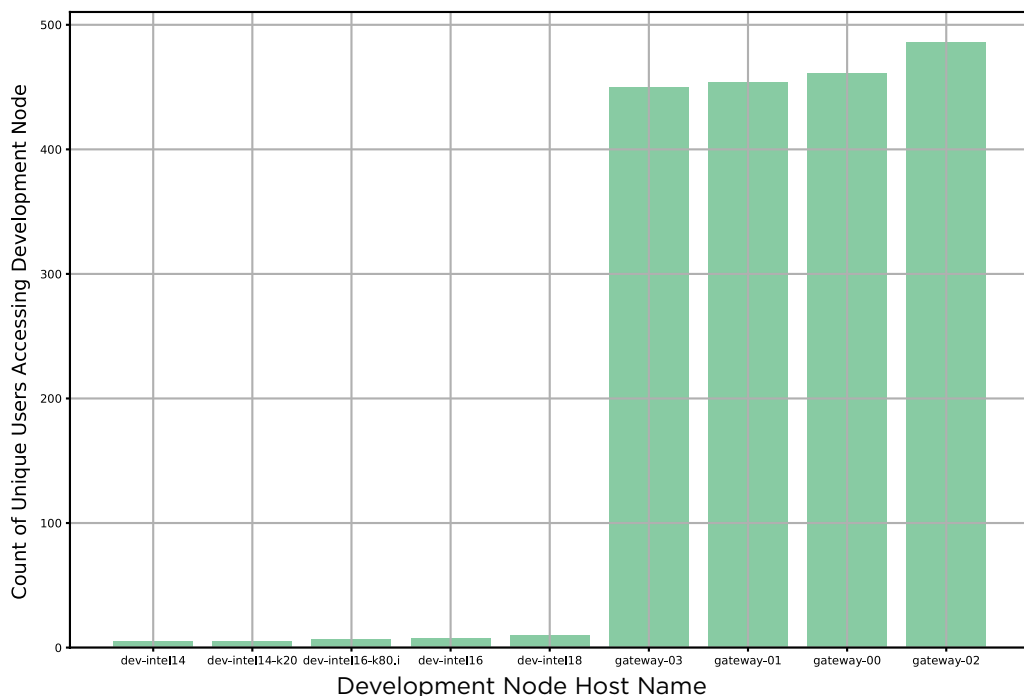
# 309

New User Accounts created  
in August

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



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

250

Tickets Created

325

Tickets Updated

236

Tickets Resolved

4

Open Tickets

TICKET MESSAGE SUMMARY



865

Total Users' Messages



308

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



RUNNING JUPYTER NOTEBOOKS ON THE HPPC THROUGH VS CODE

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