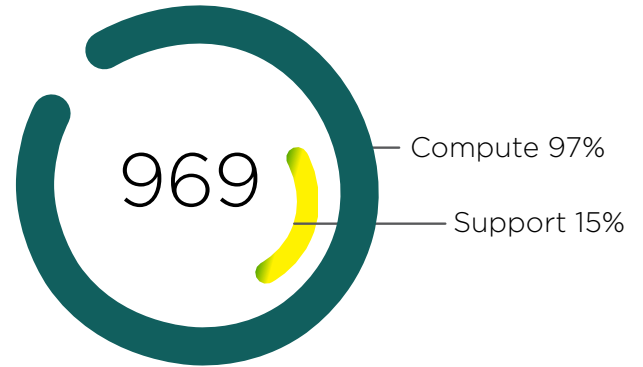


ICER SERVICE REPORT

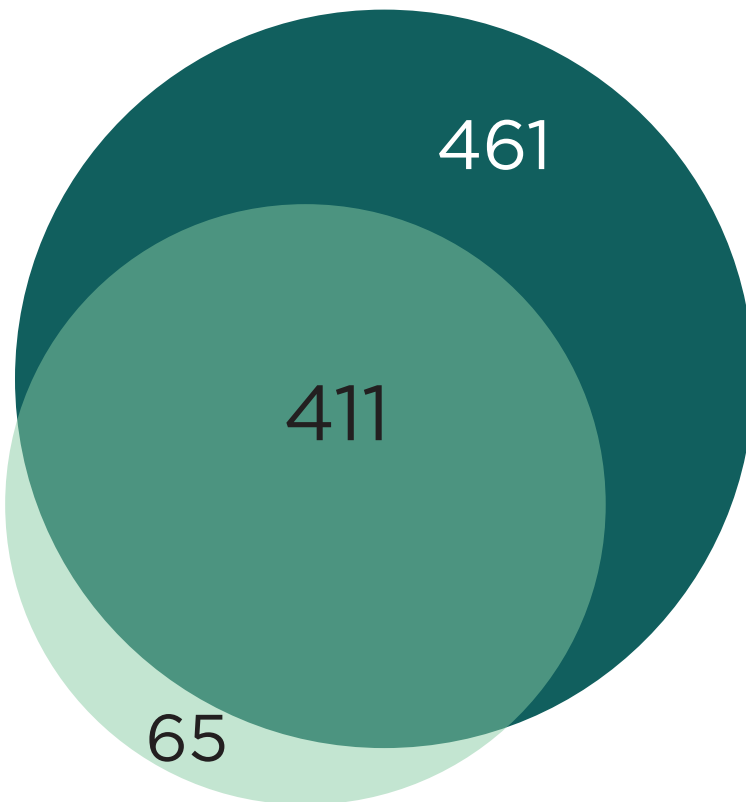
DEC 2019

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

Developer/Login Nodes Batch Queue/Cluster



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

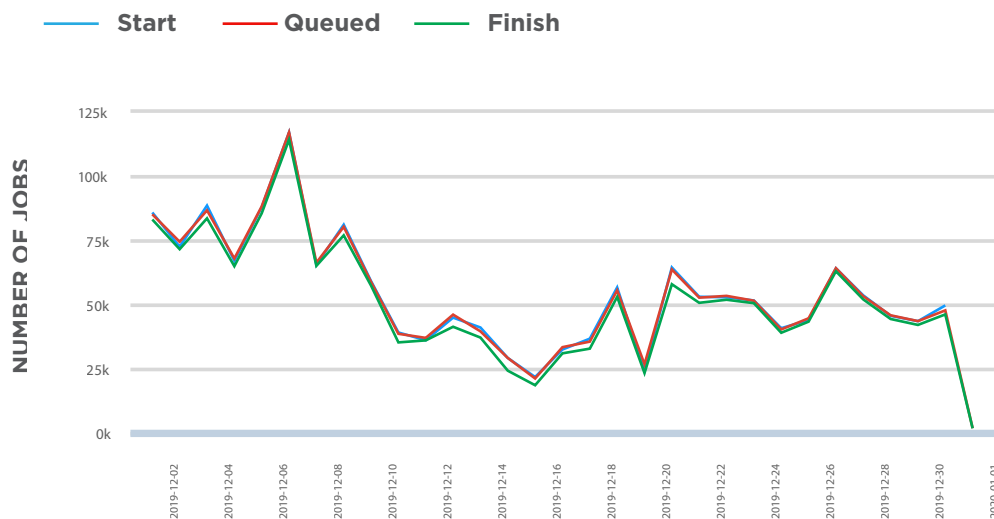
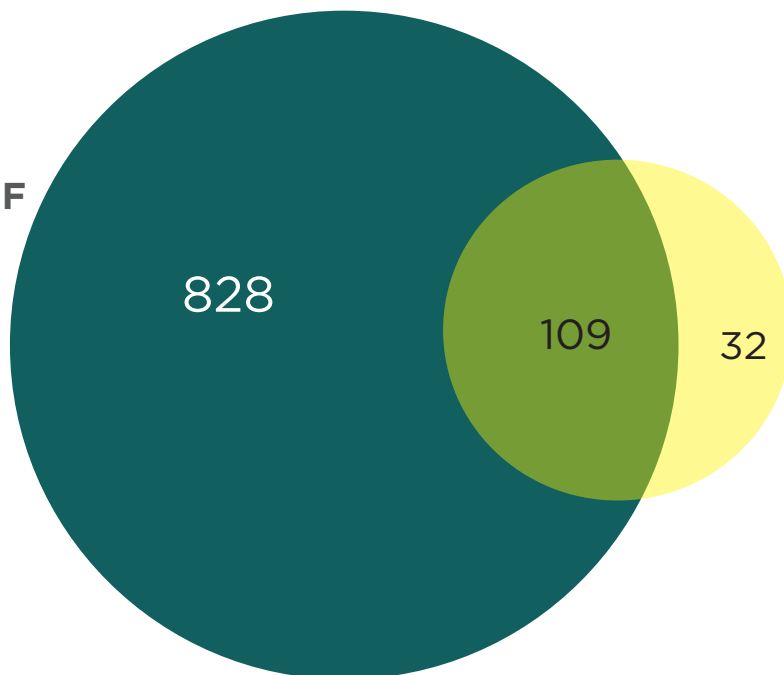
411 users accessed the developer nodes to submit jobs to the queue.

461 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.

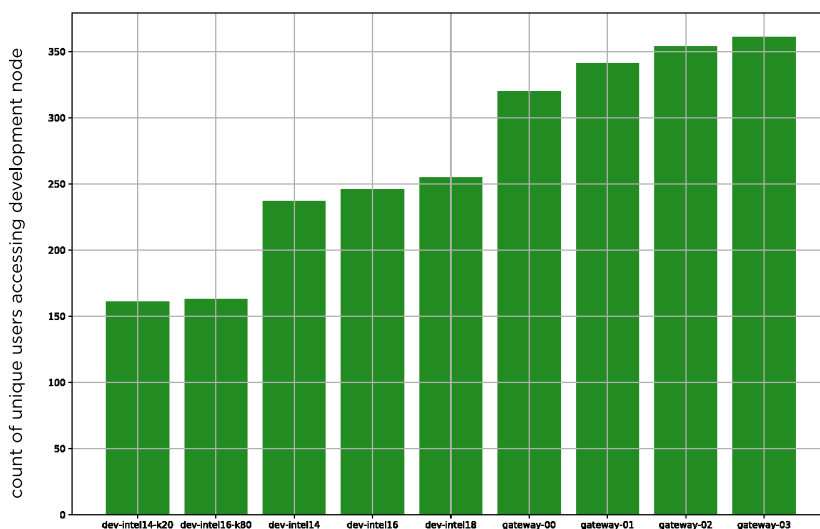
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



On a typical day, the scheduler processes approximately 444,055 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 308 jobs per minute.

UNIQUE USER COUNT ON DEVELOPMENT NODES



Development Node Host Name

TICKET ACTIVITY SUMMARY

201

372

285

21

Tickets Created

Tickets Updated

Tickets Resolved

Open Tickets

TICKET MESSAGE SUMMARY



402

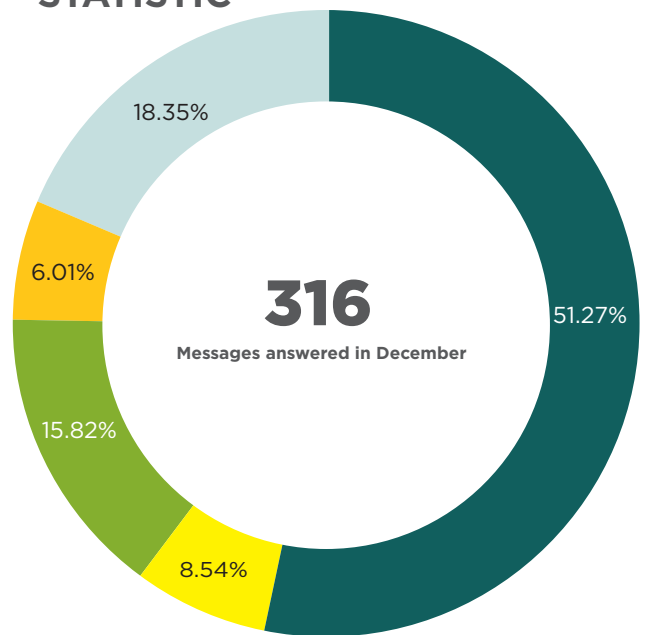
Total Users' Messages



535

Total ICER's Messages

TICKET RESOLUTION STATISTIC



NOVEMBER TICKET HIGHLIGHTS



CHUN-MIN CHANG

Research Consultant

USING PYTHON ON HPCC SYSTEM

- 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

74

New User Accounts created in December

Report Contributors:

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***there is no data for HPCC service usage
distribution for the month of December**