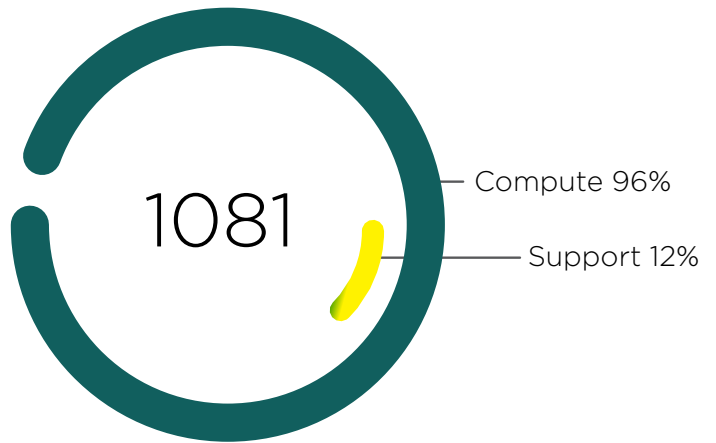


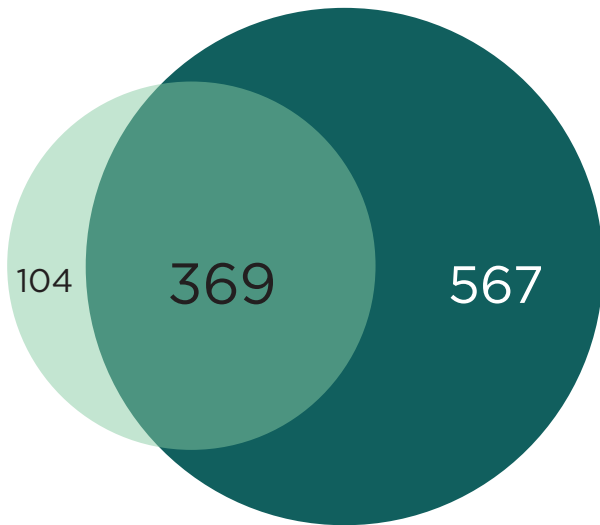
ICER SERVICE REPORT

DEC 2020

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

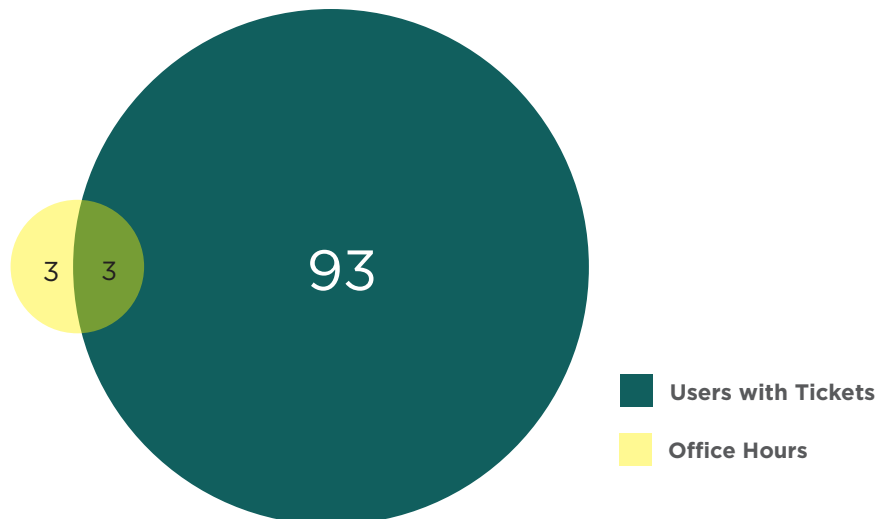
This figure shows a breakdown of users who accessed ICER compute services:

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

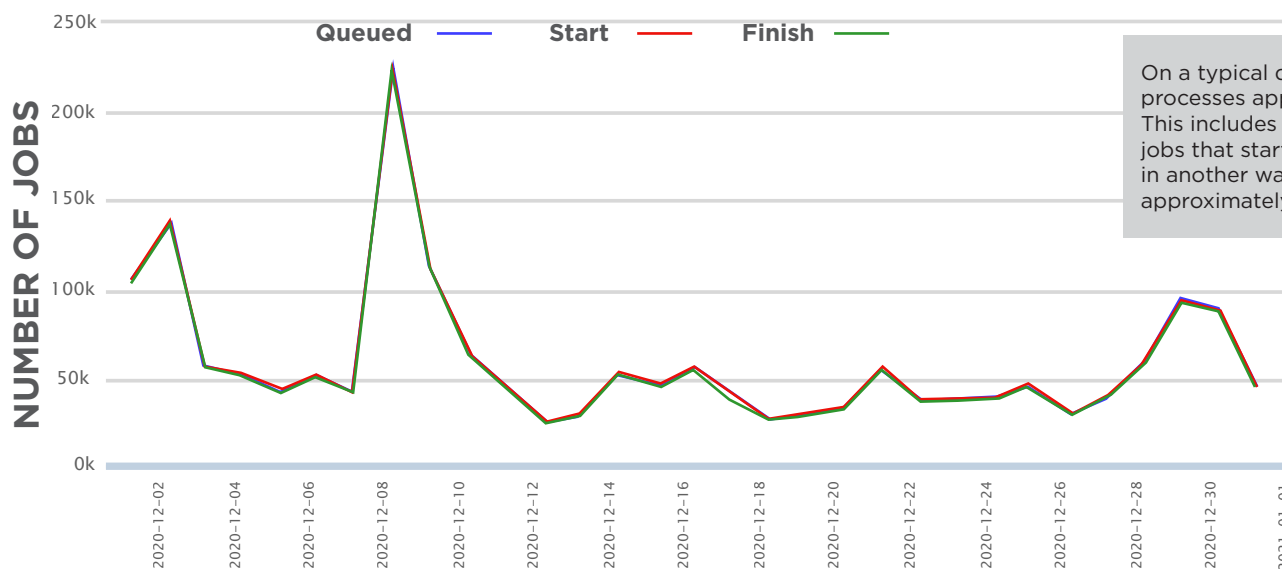
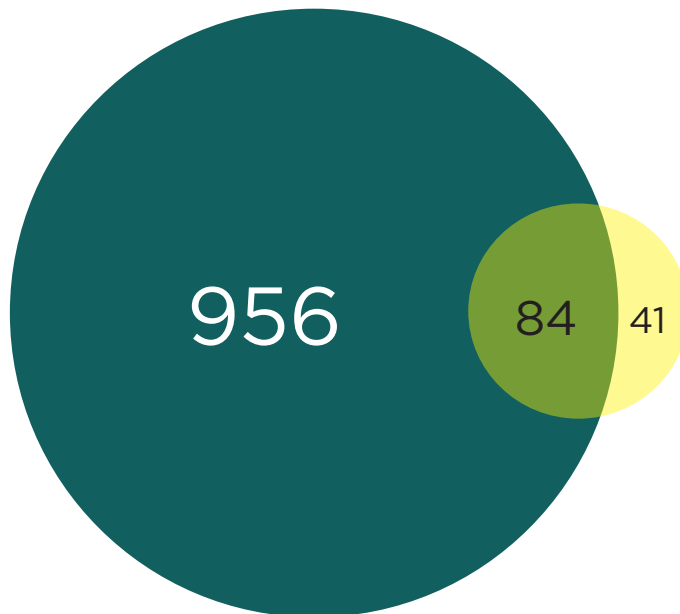
567 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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

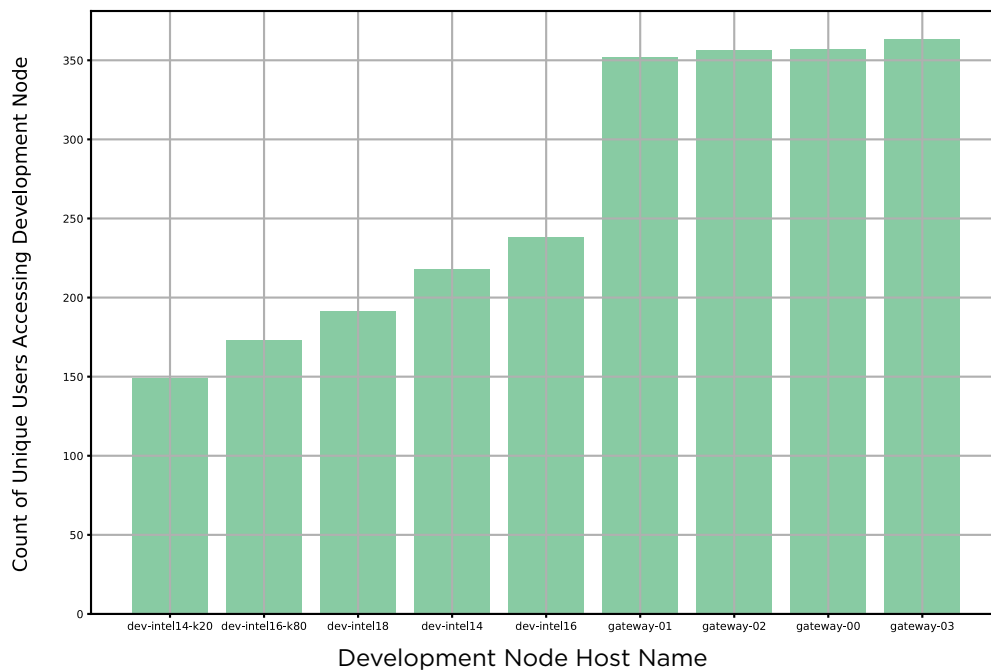


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 182,986 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 127 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

156

Tickets Created

223

Tickets Updated

155

Tickets Resolved

4

Open Tickets

TICKET MESSAGE SUMMARY



394

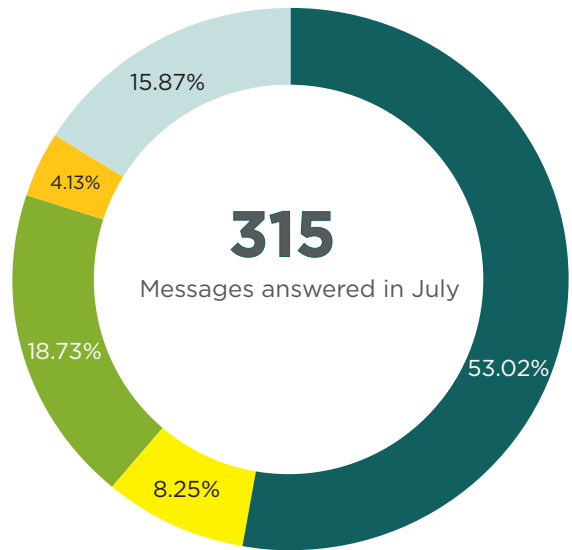
Total Users' Messages



398

Total ICER's Messages

TICKET RESOLUTION STATISTIC



JANUARY TICKET HIGHLIGHTS



CHUN-MIN CHANG

Research Consultant

NEW FEATURE: APPLICATION ICONS ON DESKTOP

- 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

27

New User Accounts created in DECEMBER

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