ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1230

Support 10%
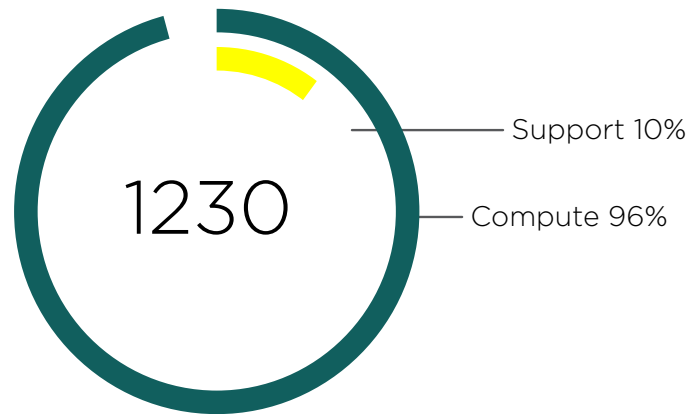
Compute 96%

Batch Queue/Cluster

Developer/Login Nodes
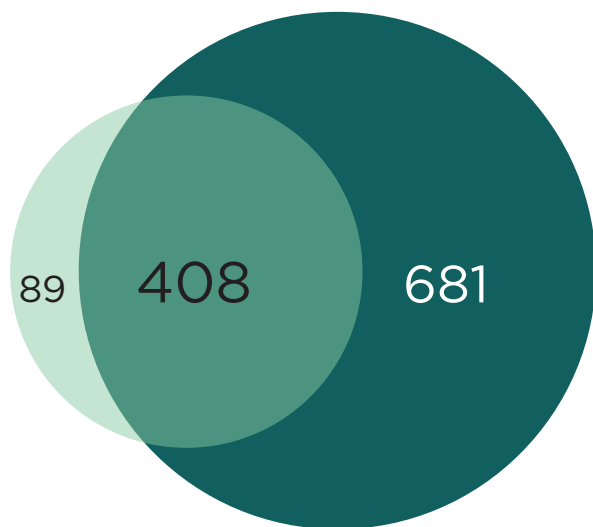
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

89 408 681

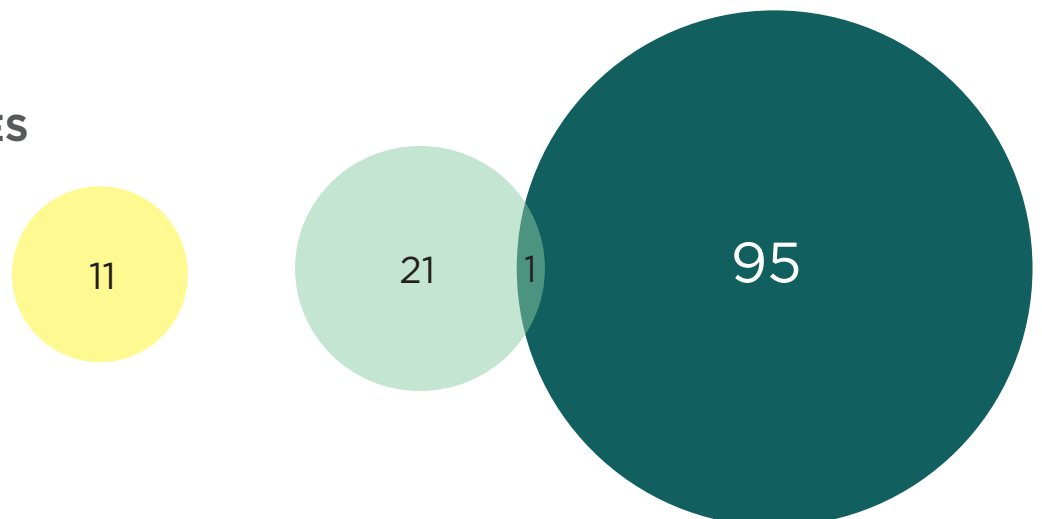This figure shows a breakdown of users who accessed ICER compute services:
408 users accessed the developer nodes to submit jobs to the queue.

681 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
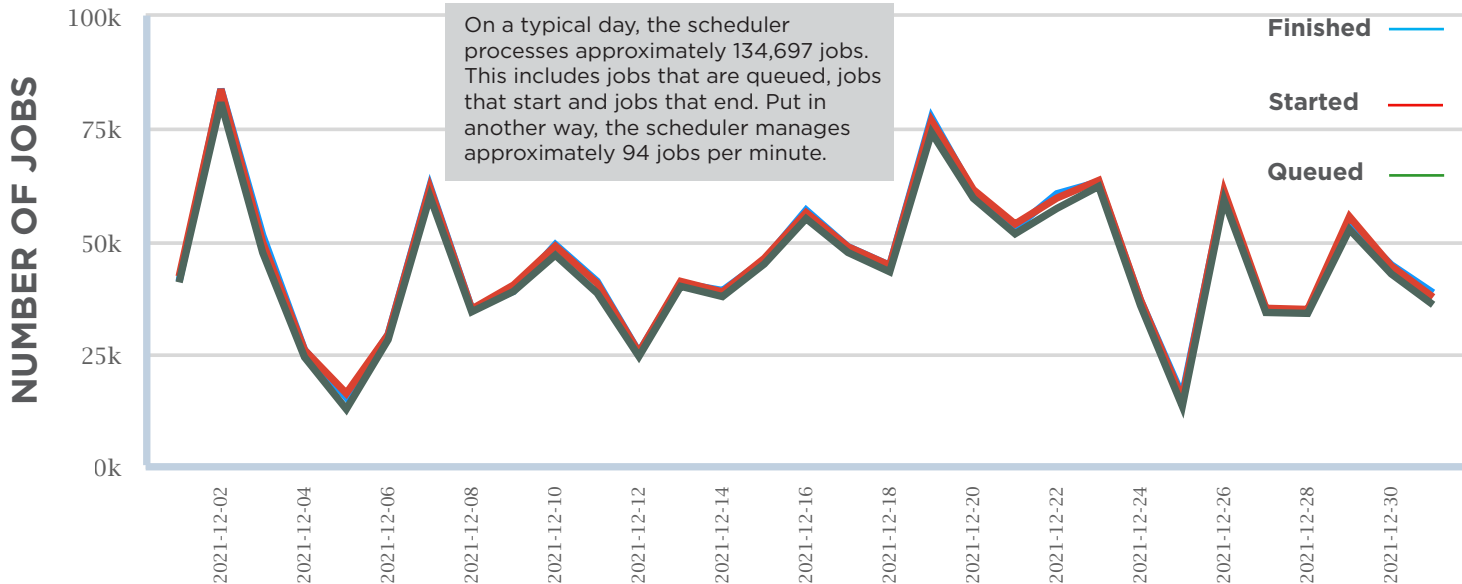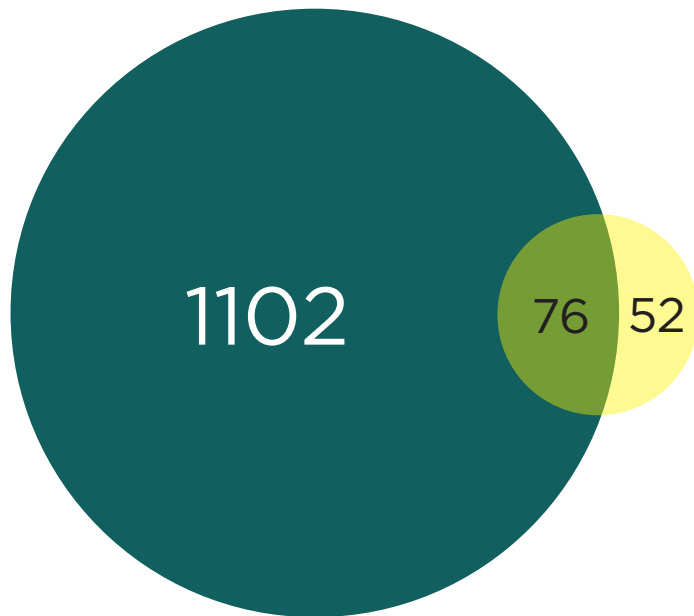> Find development nodes sufficient for their research.

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES
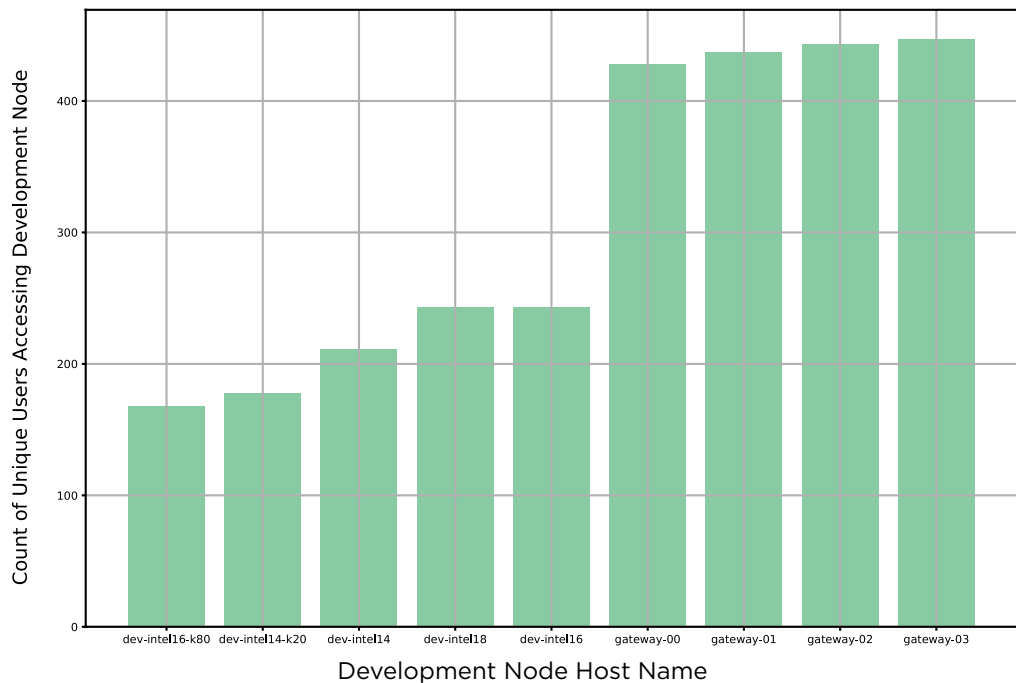
Users with Tickets

Office Hours

Workshops

11 21 1 95

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1102   76   52

■ Compute

■ Support

> On a typical day, the scheduler processes approximately 134,697 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 94 jobs per minute.

NUMBER OF JOBS

Finished ──
Started ──
Queued ──

100k
75k
50k
25k
0k

2021-12-02
2021-12-04
2021-12-06
2021-12-08
2021-12-10
2021-12-12
2021-12-14
2021-12-16
2021-12-18
2021-12-20
2021-12-22
2021-12-24
2021-12-26
2021-12-28
2021-12-30

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

400
300
200
100
0

dev-intel16-k80, dev-intel14-k20, dev-intel14, dev-intel18, dev-intel16, gateway-00, gateway-01, gateway-02, gateway-03

Development Node Host Name

TICKET ACTIVITY SUMMARY

147 — Tickets **Created**

417 — Tickets **Updated**

361 — Tickets **Resolved**

3 — **Open** Tickets

TICKET MESSAGE SUMMARY

384
Total Users' Messages

545
Total ICER's Messages

TICKET RESOLUTION DATA

268
Messages answered in Dec

- 14.18%
- 3.73%
- 16.79%
- 56.72%
- 8.58%
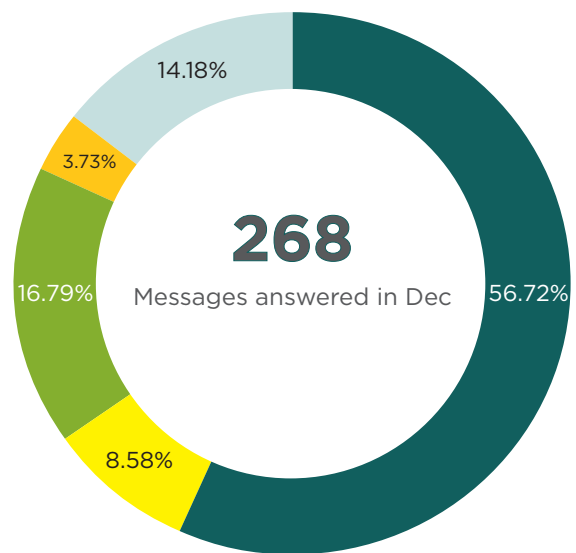
■ Messages answered within 5 hours

■ 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

JANUARY TOPIC OF THE MONTH
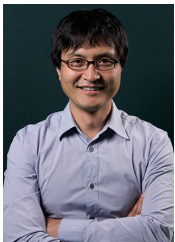
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USING POWERTOOLS WITH THE HPCC

30

New User Accounts created
in DECEMBER

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