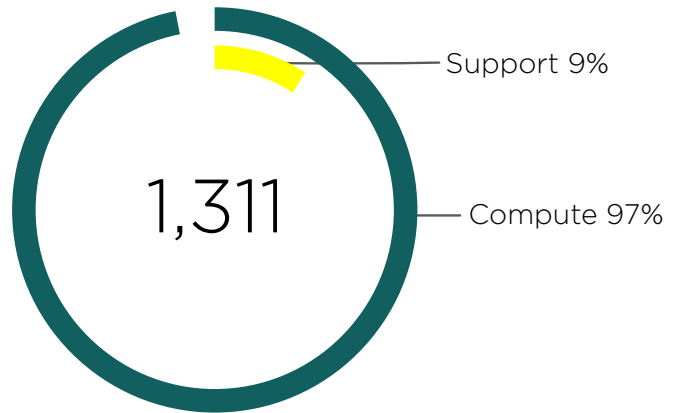


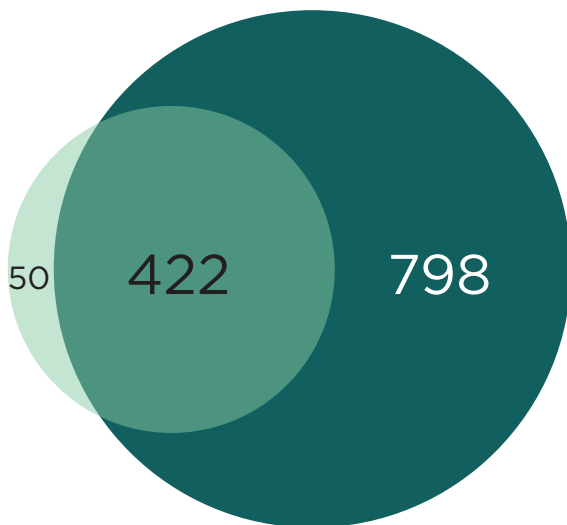
ICER SERVICE REPORT

Dec. 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:

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

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

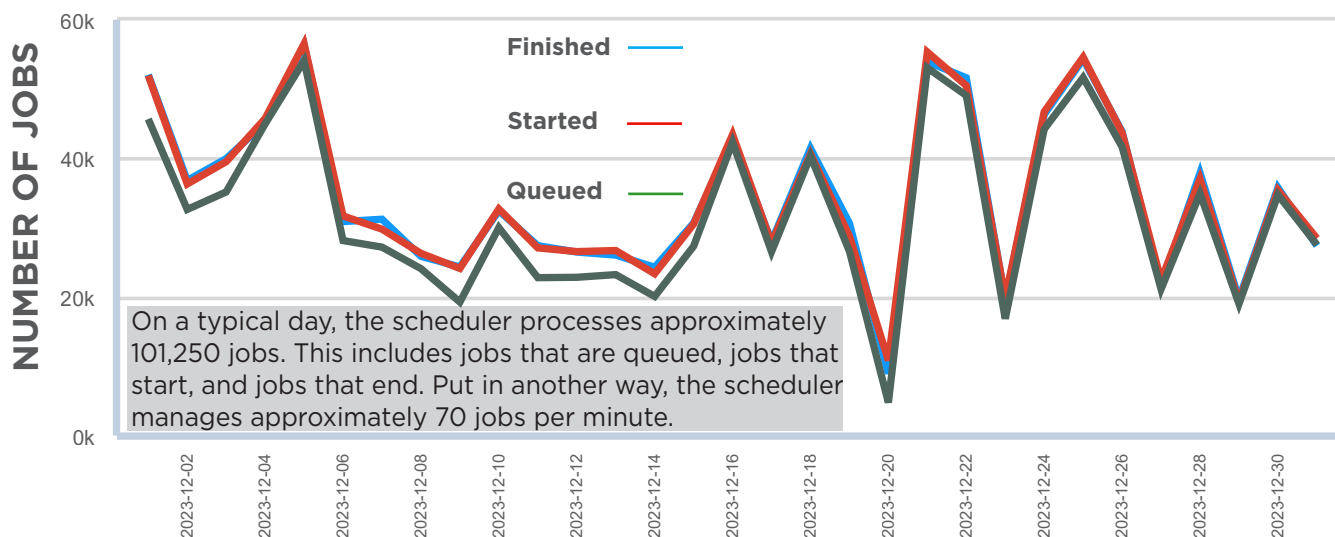
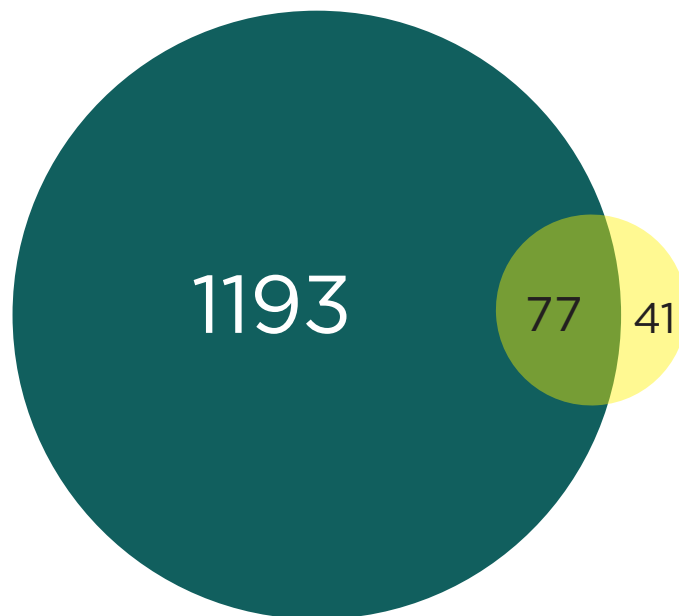
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

48

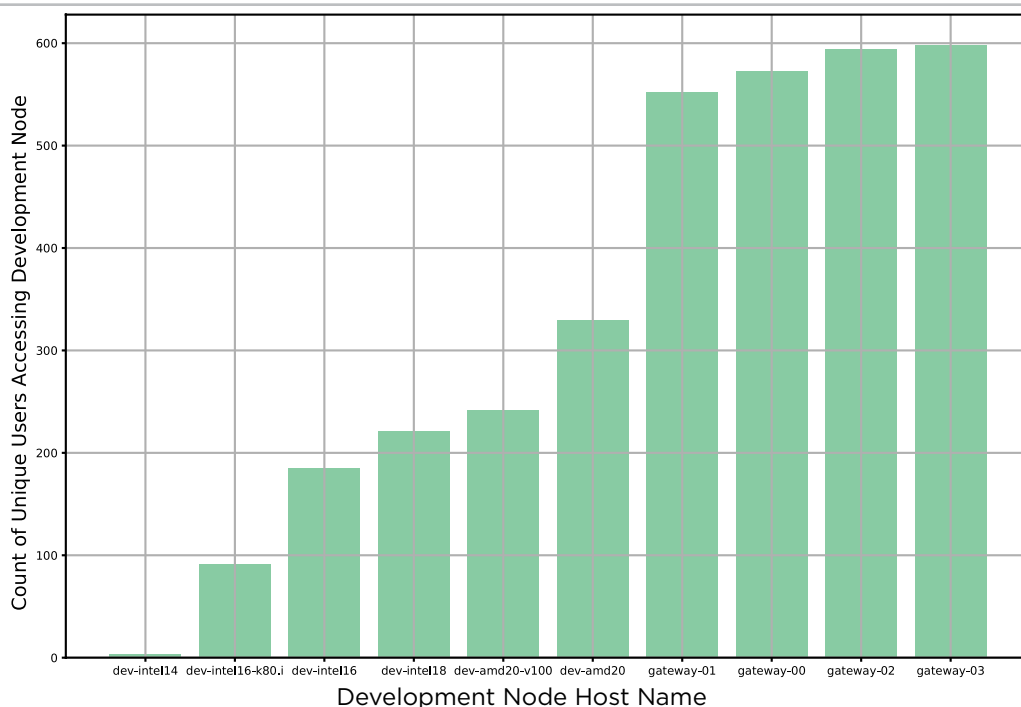
New User Accounts created
in December

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

170

Tickets Created

214

Tickets Updated

152

Tickets Resolved

21

Open Tickets

TICKET MESSAGE SUMMARY



445

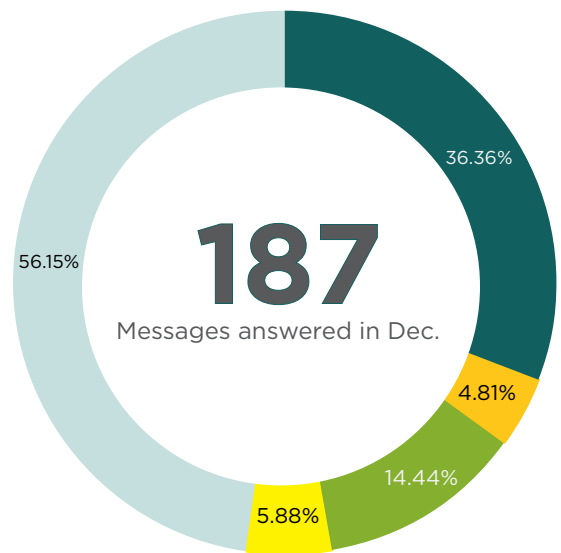
Total Users' Messages



220

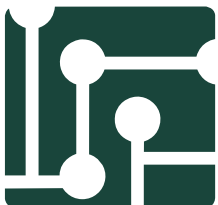
Total ICER's Messages

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

JANUARY TOPIC OF THE MONTH



ANNUAL CPU AND GPU HOUR LIMITS HAVE BEEN RESET

ICER

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung