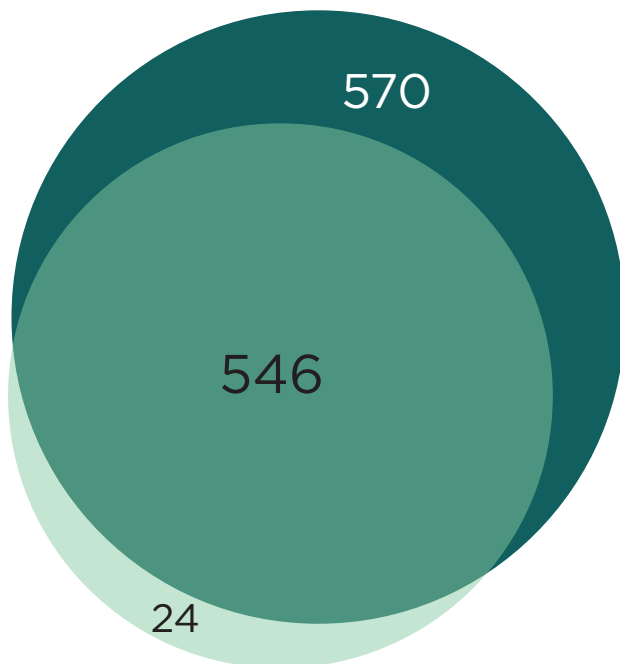
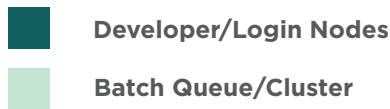
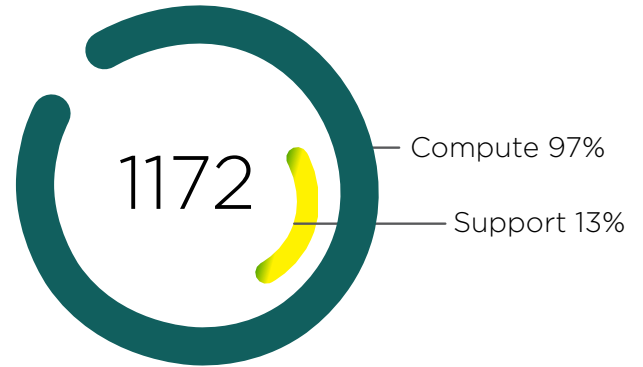


ICER SERVICE REPORT

FEB 2020

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

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

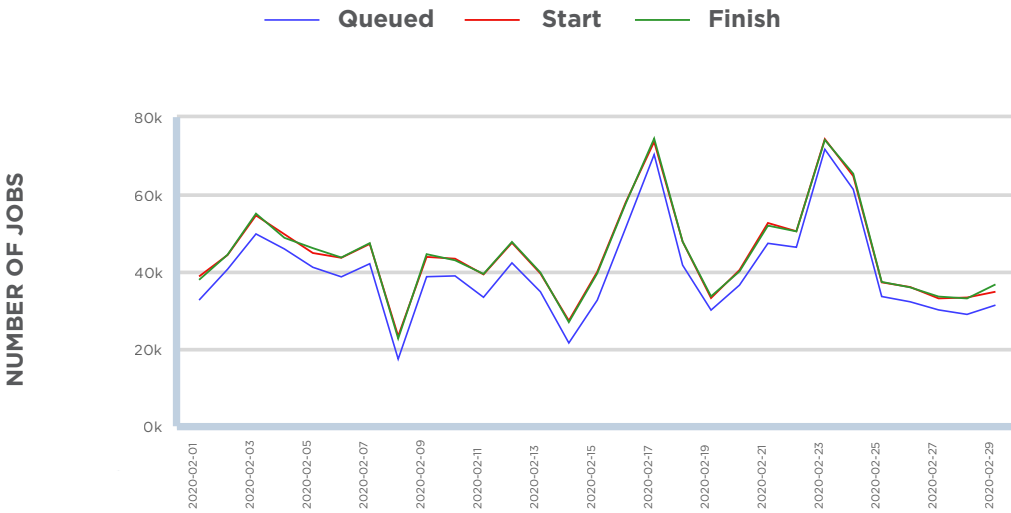
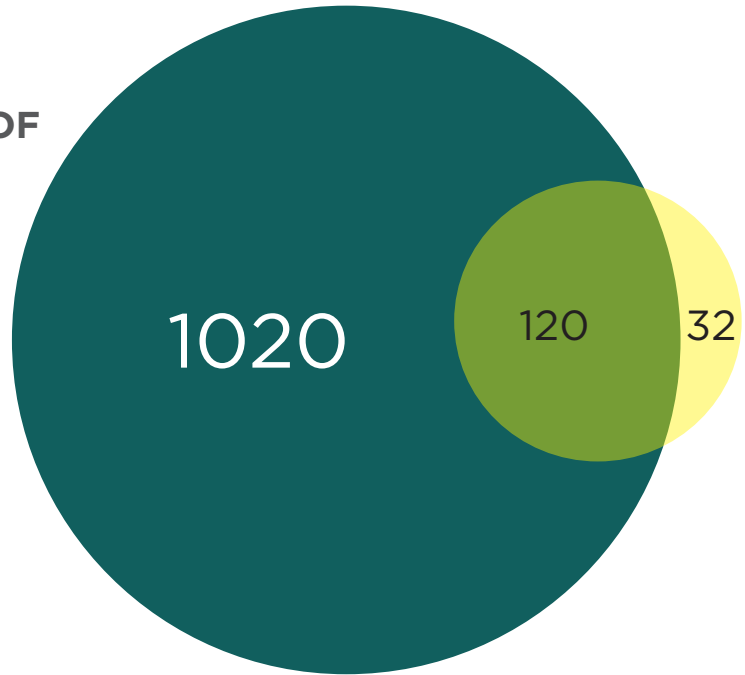
570 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

* Unfortunately, we do not have available data for workshops this month.

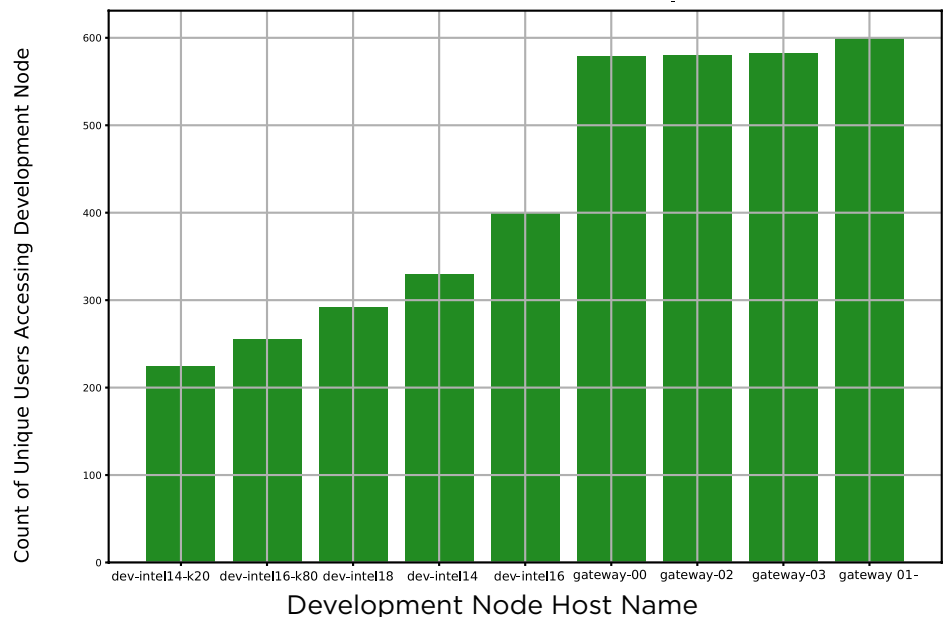
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

■ Compute
■ Support



On a typical day, the scheduler processes approximately 129,620 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 90 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

212

346

250

23

Tickets Created

Tickets Updated

Tickets Resolved

Open Tickets

TICKET MESSAGE SUMMARY



532

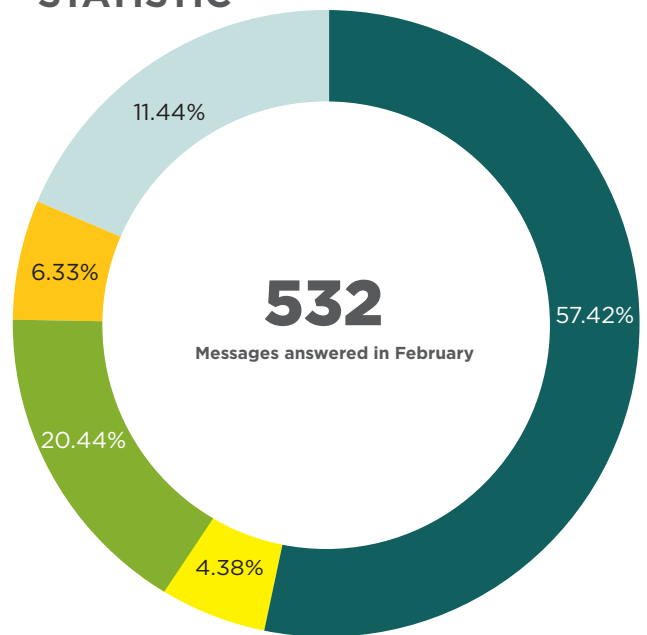
Total Users' Messages



629

Total ICER's Messages

TICKET RESOLUTION STATISTIC



NOVEMBER TICKET HIGHLIGHTS



NANYE LONG

Research Consultant

HOW TO DEACTIVATE CONDA BASE ENVIRONMENT

- 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

48

New User Accounts created in February

Report Contributors:

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