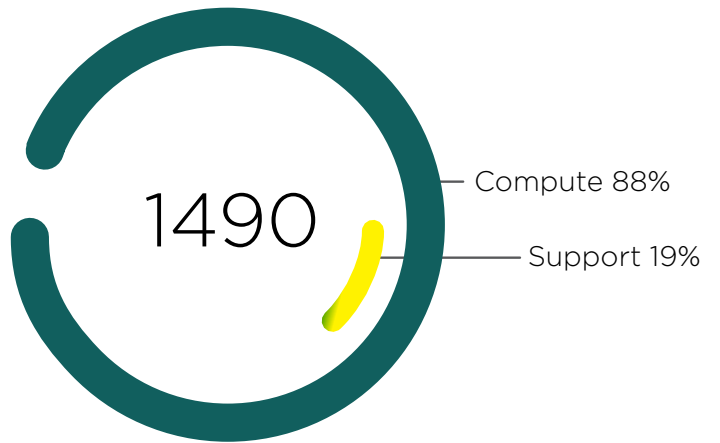


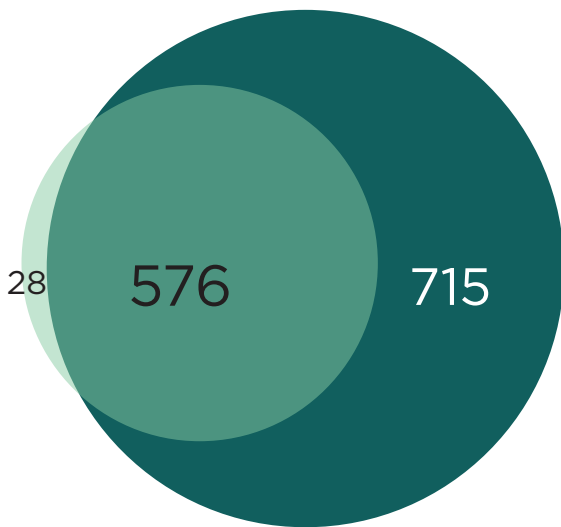
ICER SERVICE REPORT

FEB 2021

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

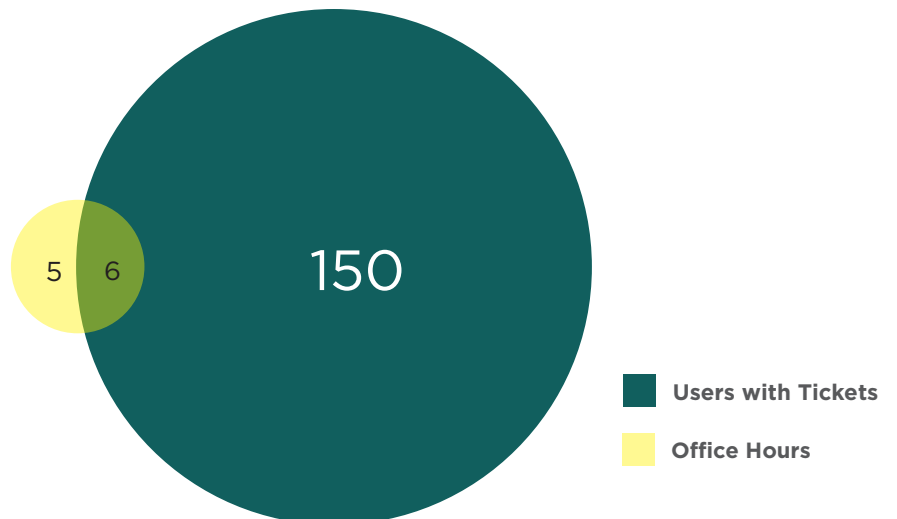
This figure shows a breakdown of users who accessed ICER compute services:

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

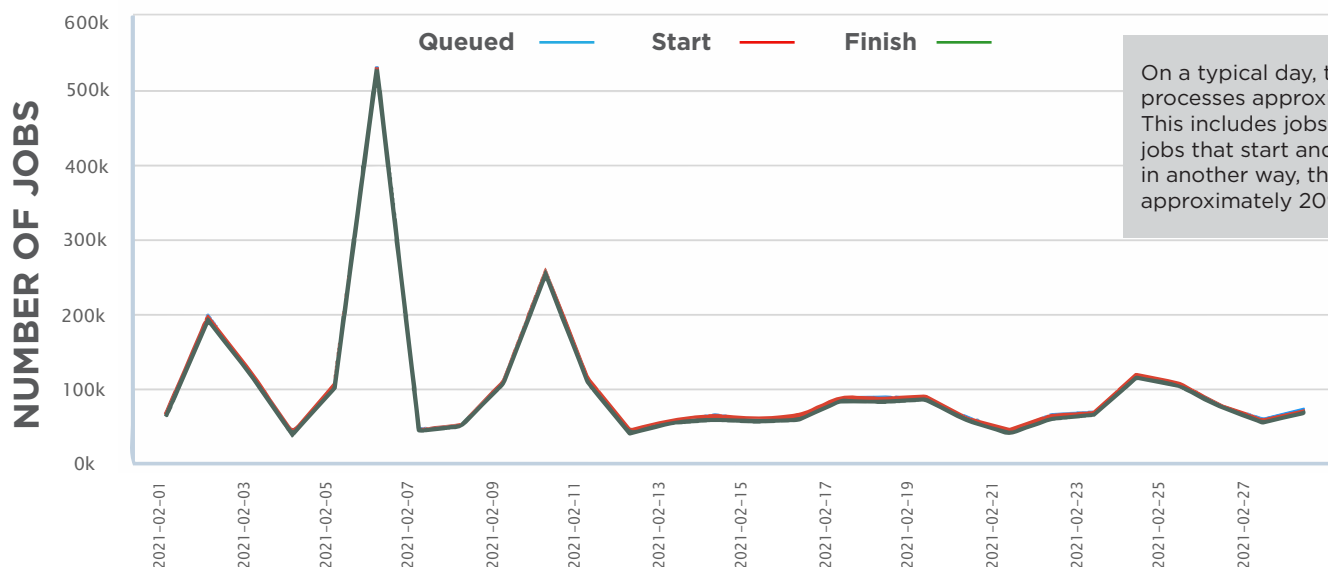
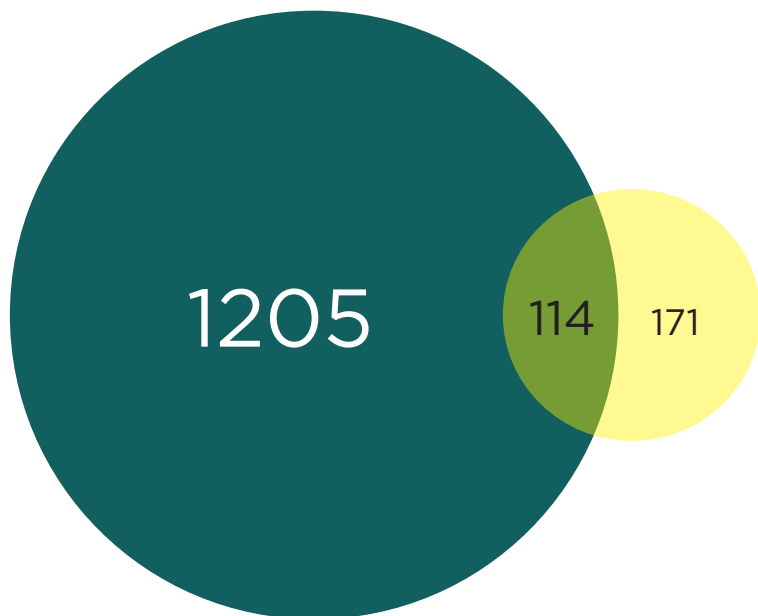
715 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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

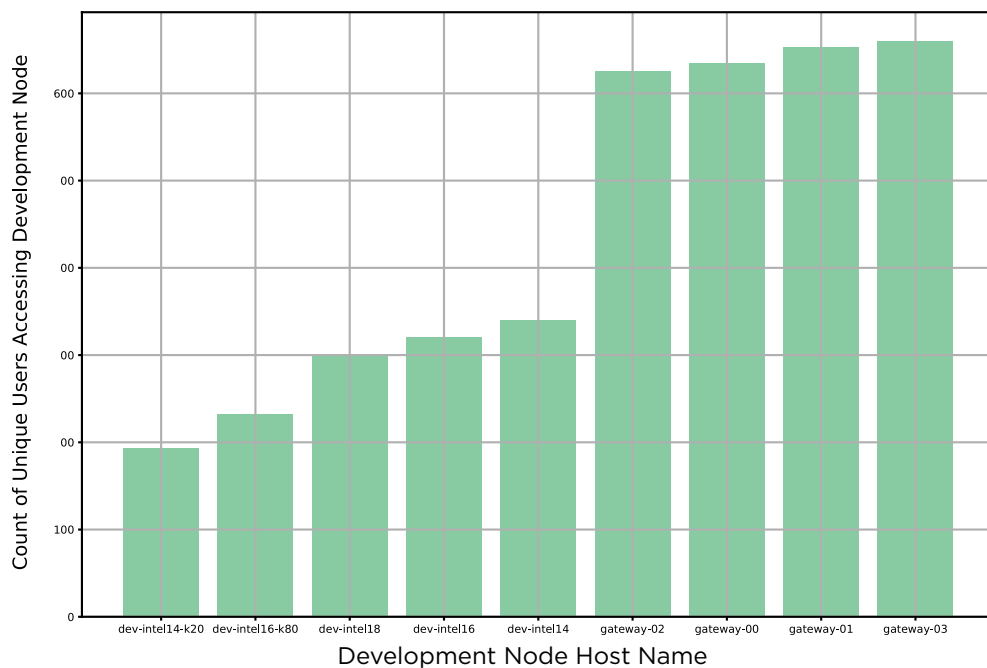


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 301,581 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 209 jobs per minute.

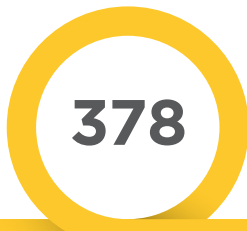
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



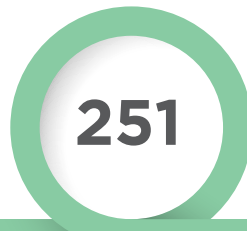
TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

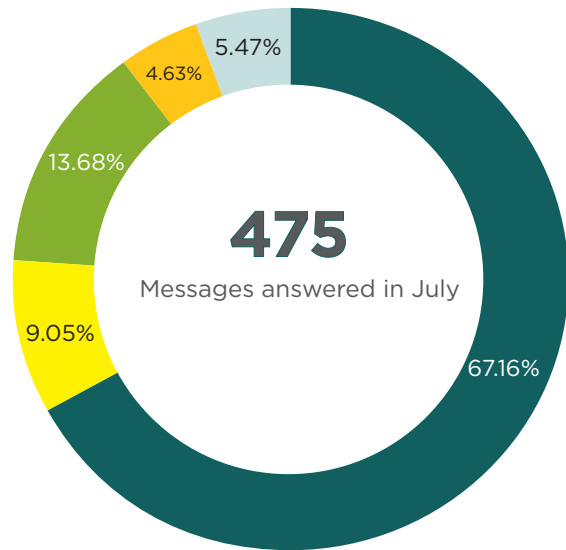


618
Total Users' Messages



639
Total ICER's Messages

TICKET RESOLUTION STATISTIC



- 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

MARCH TICKET HIGHLIGHTS



XIAOGE WANG
Research Consultant
**GPU AND CPU USAGE LIMITATION
IMPOSED ON GENERAL ACCOUNTS**

45

New User Accounts created
in FEBRUARY

Report Contributors:

Camille Archer
Chun-Min Chang
Jim Leikert
Michelle David