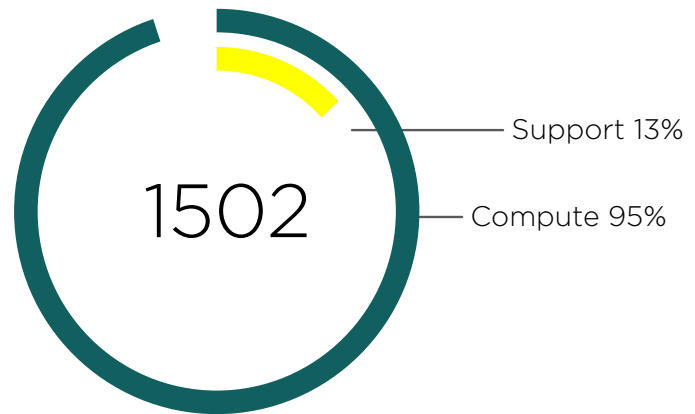


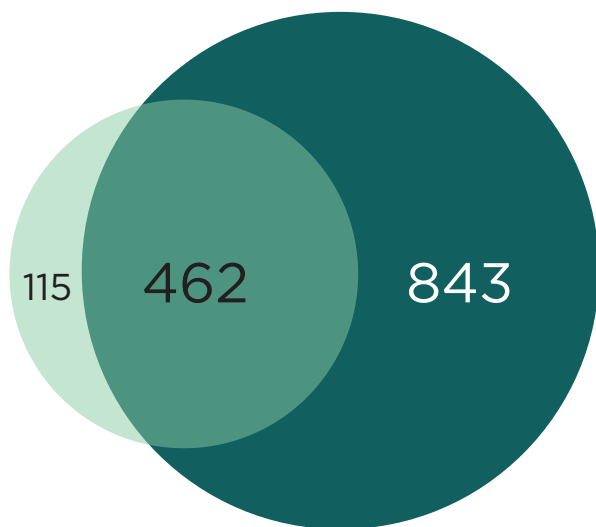
ICER SERVICE REPORT

FEB 2022

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:

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

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

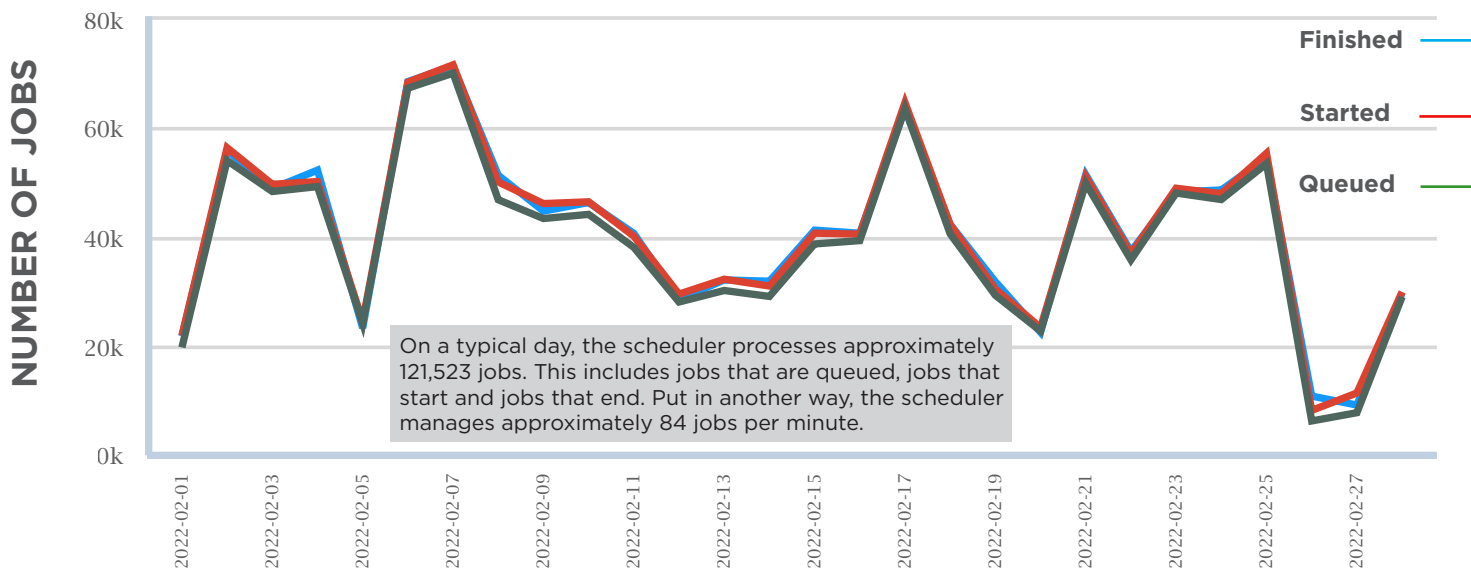
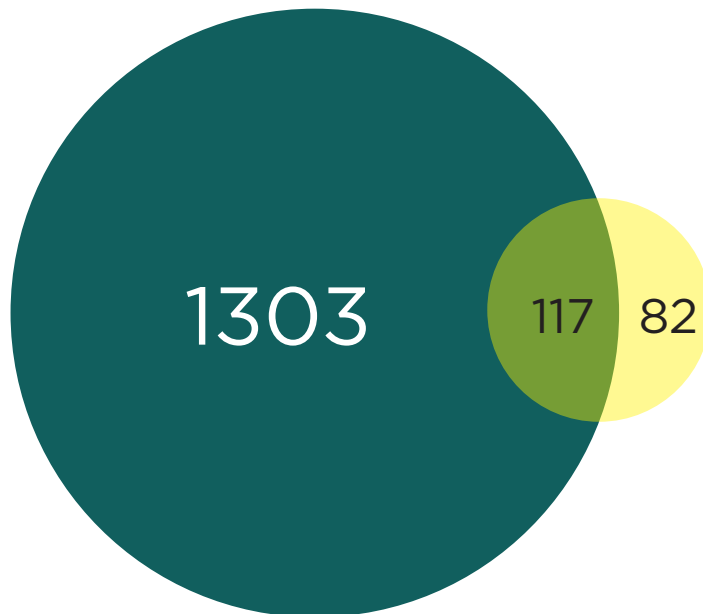
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

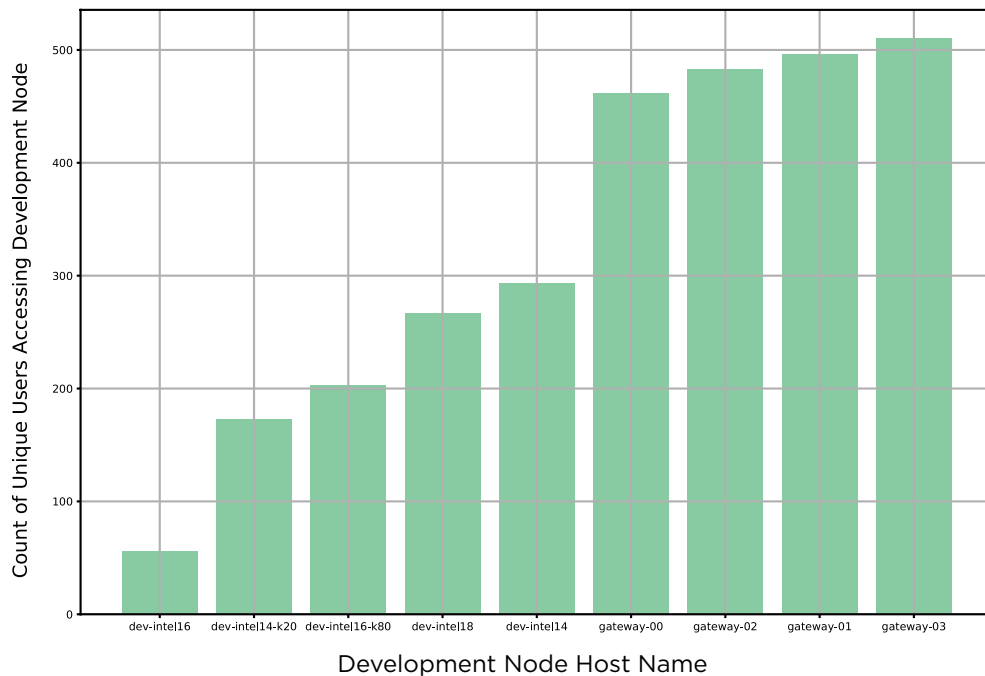
Users with Tickets
Office Hours
Workshops



COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



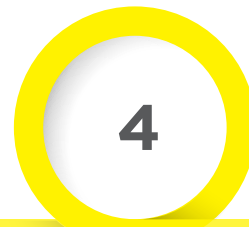
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



496

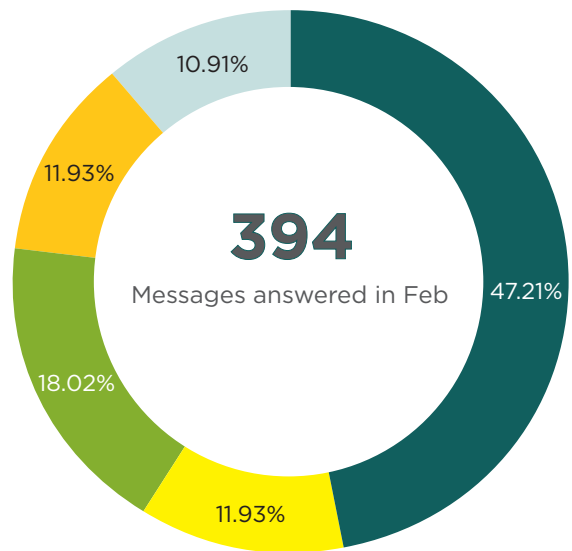
Total Users' Messages



435

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

MARCH TOPIC OF THE MONTH



XIAOGE WANG, PHD
Research Consultant

FACTS ABOUT SLURM USAGE

66

New User Accounts created
in FEBRUARY

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