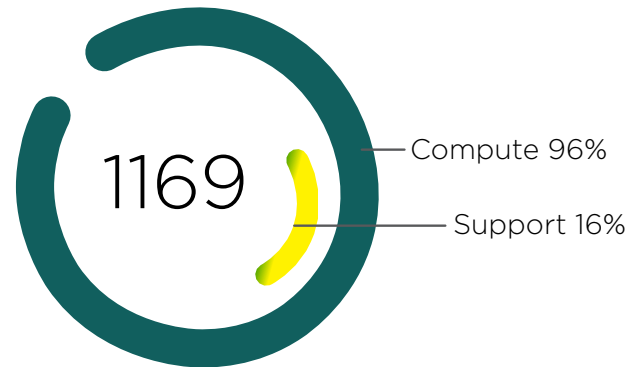


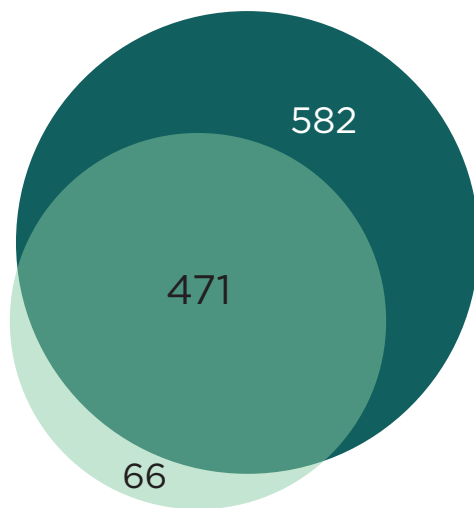
ICER SERVICE REPORT

JAN 2020

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



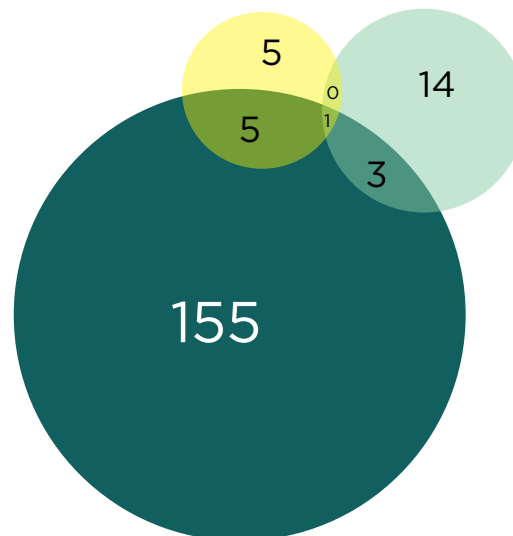
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

582 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.

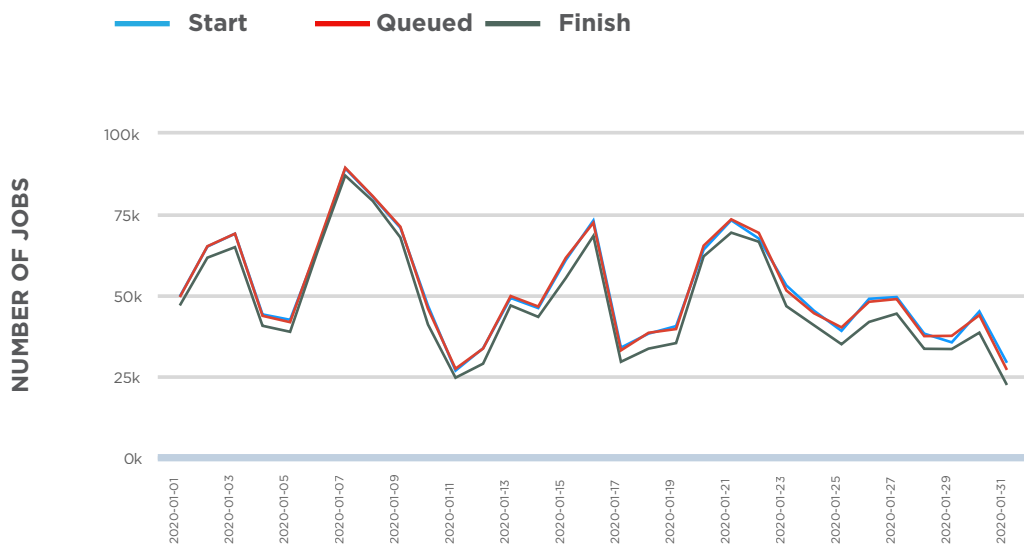
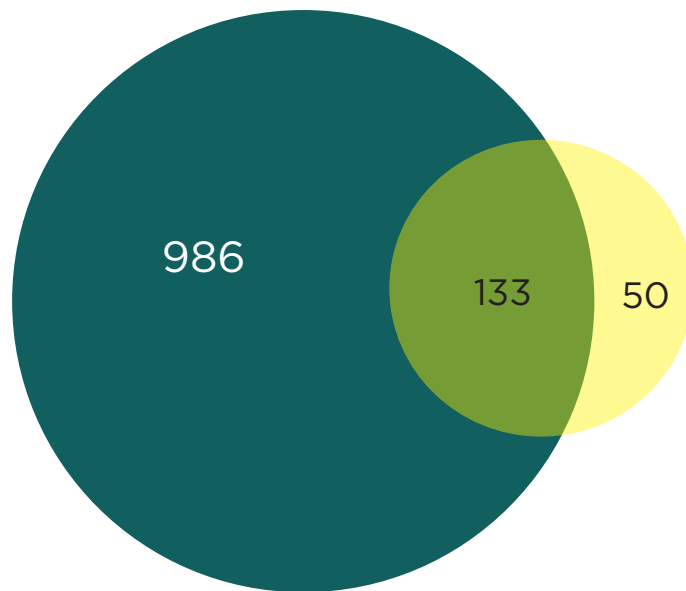
NUMBER OF USERS ENGAGING ICER SUPPORT SERVICES

This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.



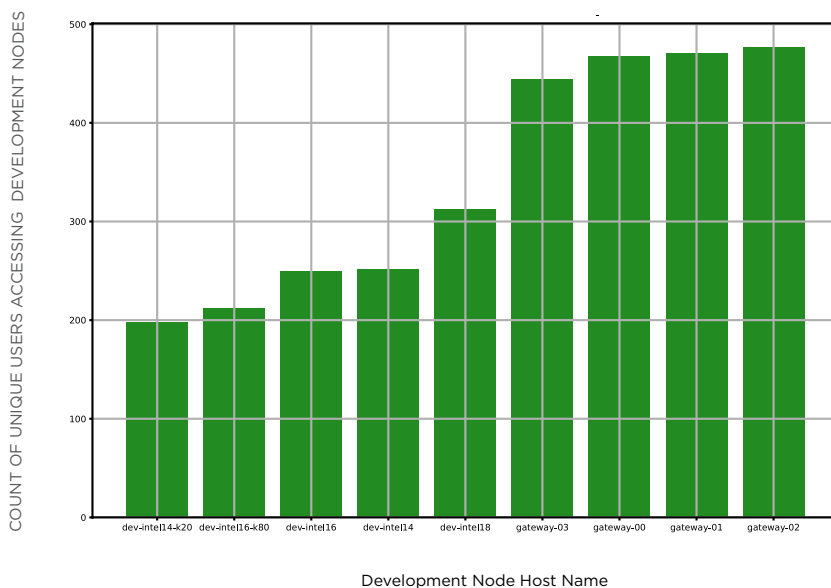
Users with Tickets
Workshops
Office Hours

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 157,174 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 109 jobs per minute.

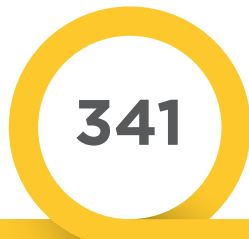
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

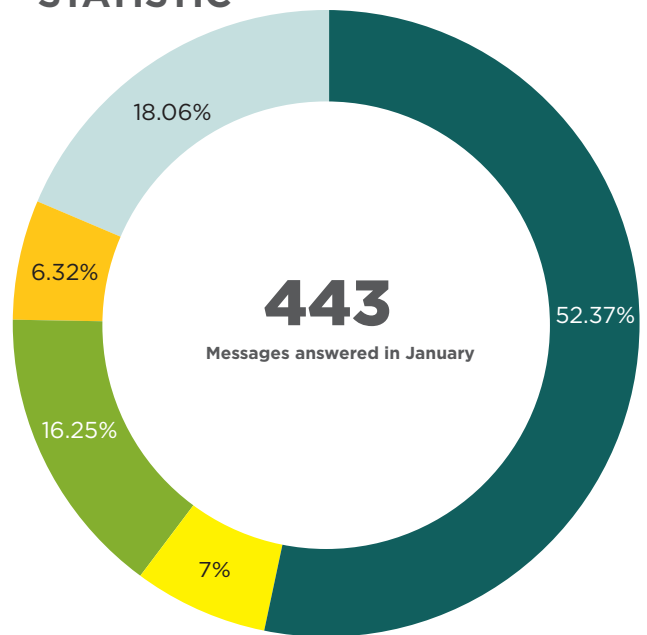


574
Total Users' Messages



611
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

NOVEMBER TICKET HIGHLIGHTS



CHUN-MIN CHANG
Research Consultant

ISSUES WITH COPYING FILES TO YOUR HPC RESEARCH SPACE

179

New User Accounts created in January

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