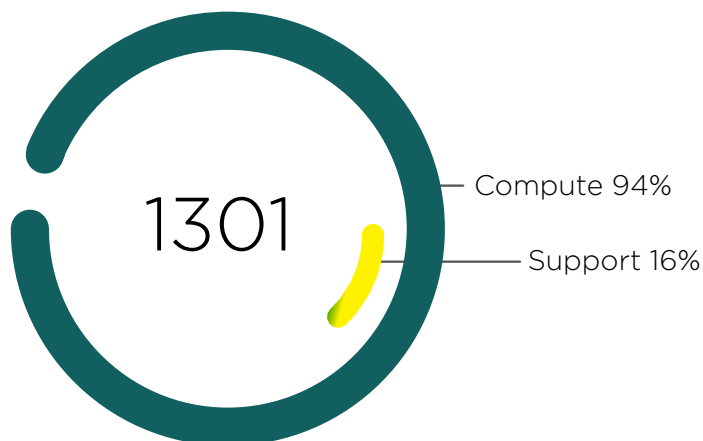


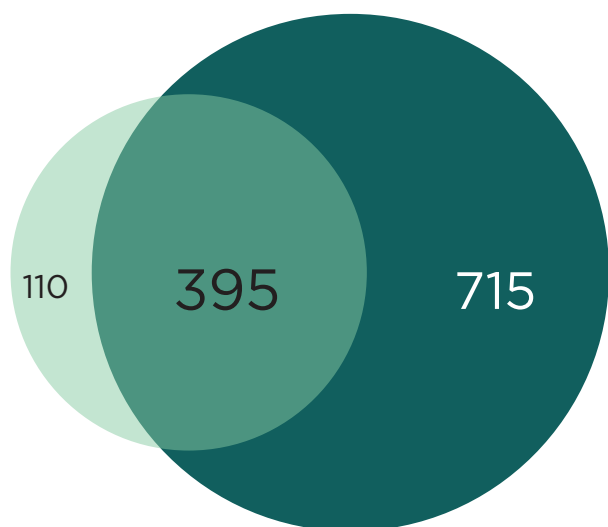
ICER SERVICE REPORT

JAN 2021

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

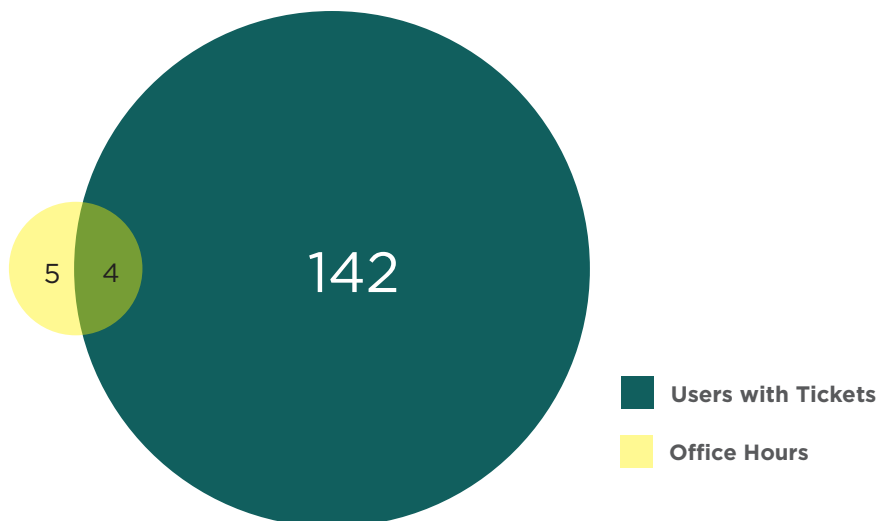
This figure shows a breakdown of users who accessed ICER compute services:

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

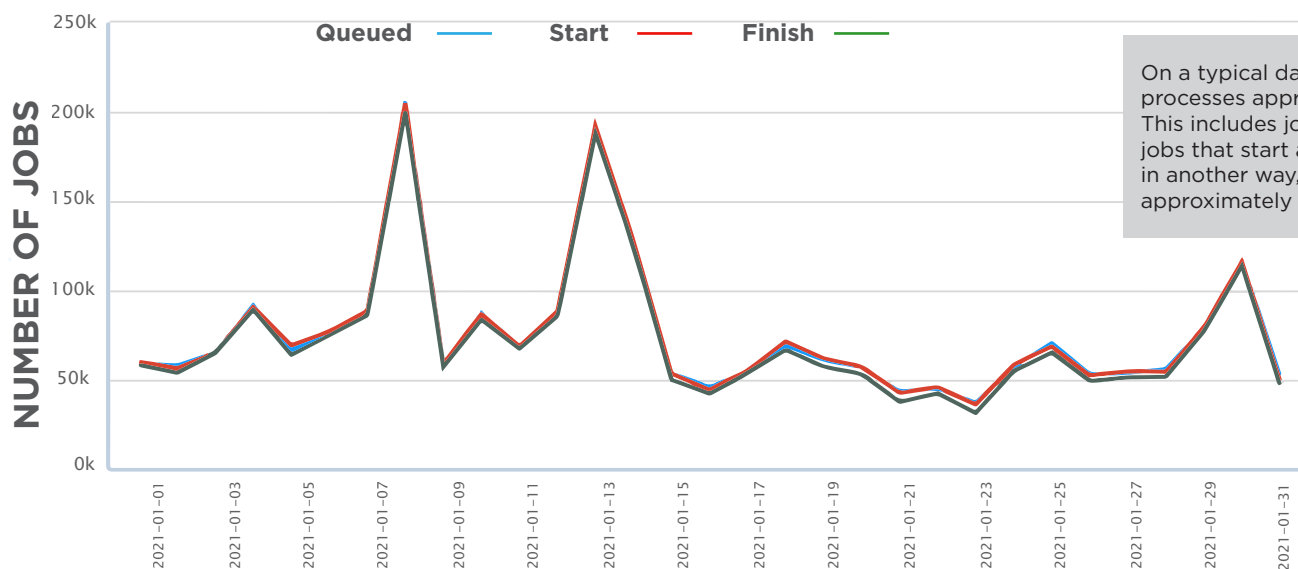
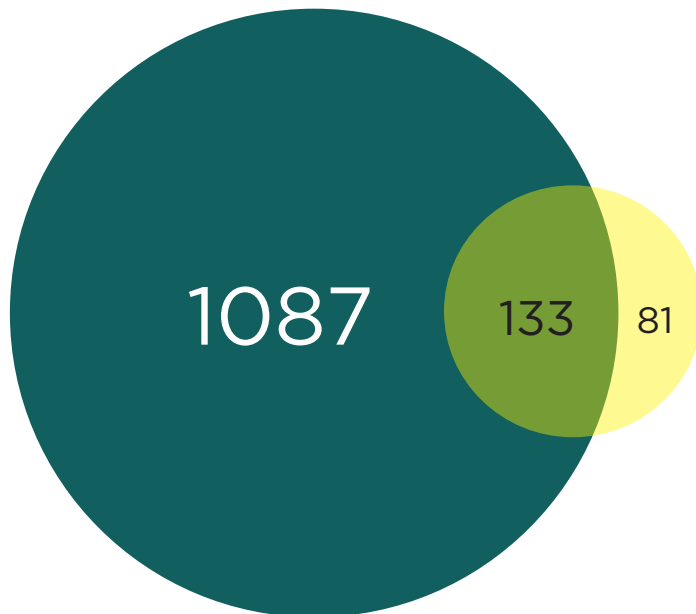
715 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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

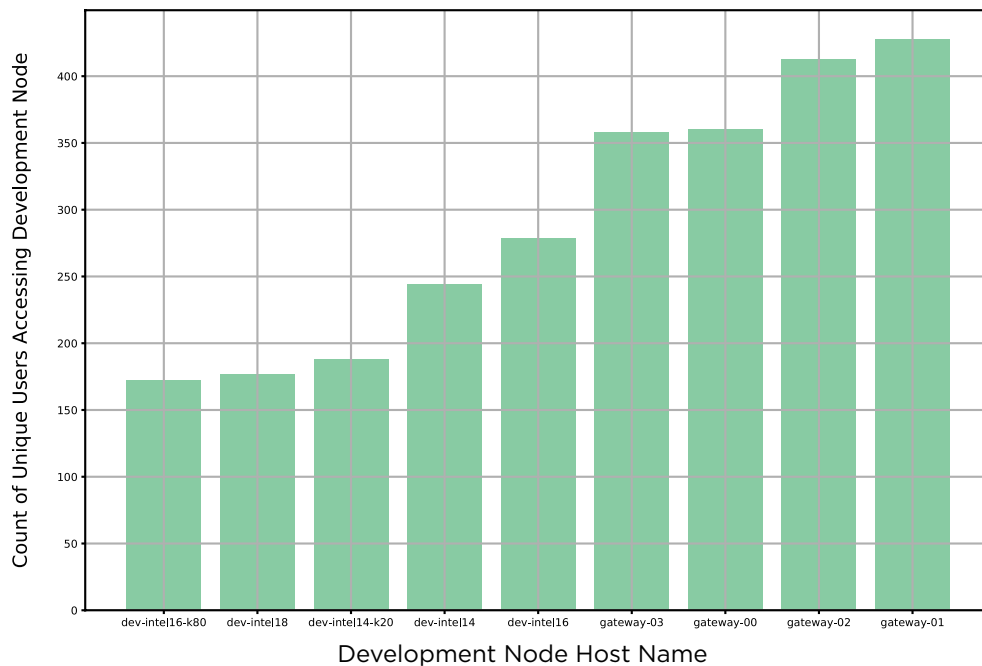


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 223,301 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 155 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets **Created**



Tickets **Updated**



Tickets **Resolved**



Open Tickets

TICKET MESSAGE SUMMARY



619

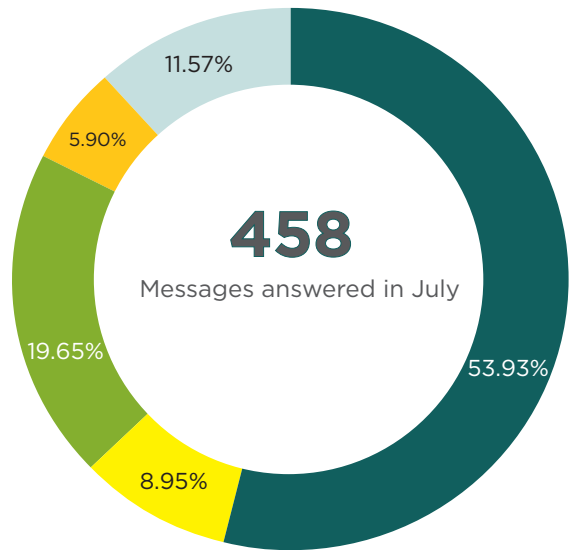
Total Users' Messages



602

Total ICER's Messages

TICKET RESOLUTION STATISTIC



FEBRUARY TICKET HIGHLIGHTS



XIAOGE WANG

Research Consultant

RESOURCES AVAILABLE FOR ICER USER SUPPORT

- 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

173

New User Accounts created
in JANUARY

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