

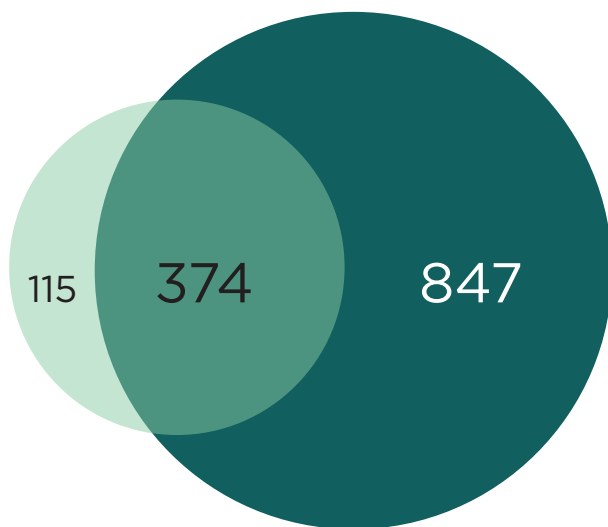
# ICER SERVICE REPORT

JAN 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:

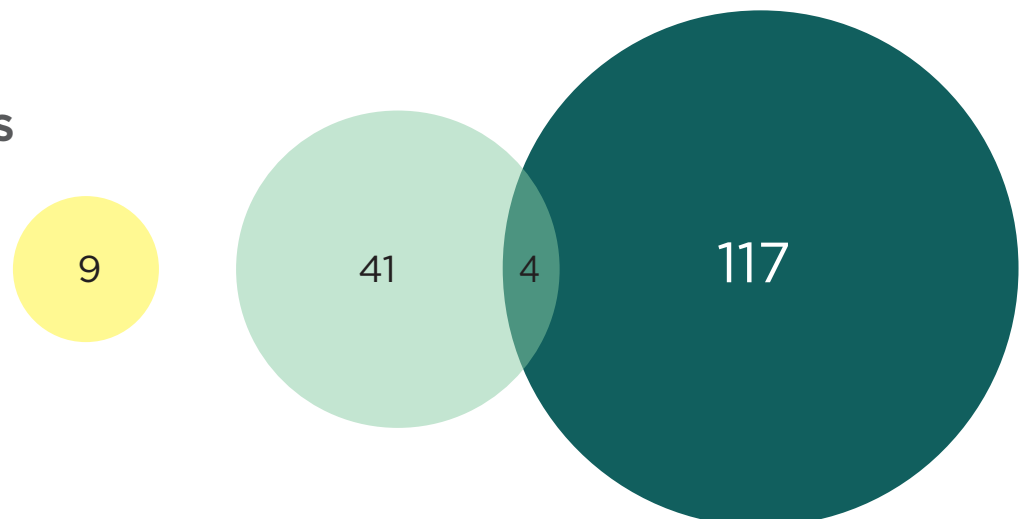
**374 users accessed the developer nodes to submit jobs to the queue.**

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

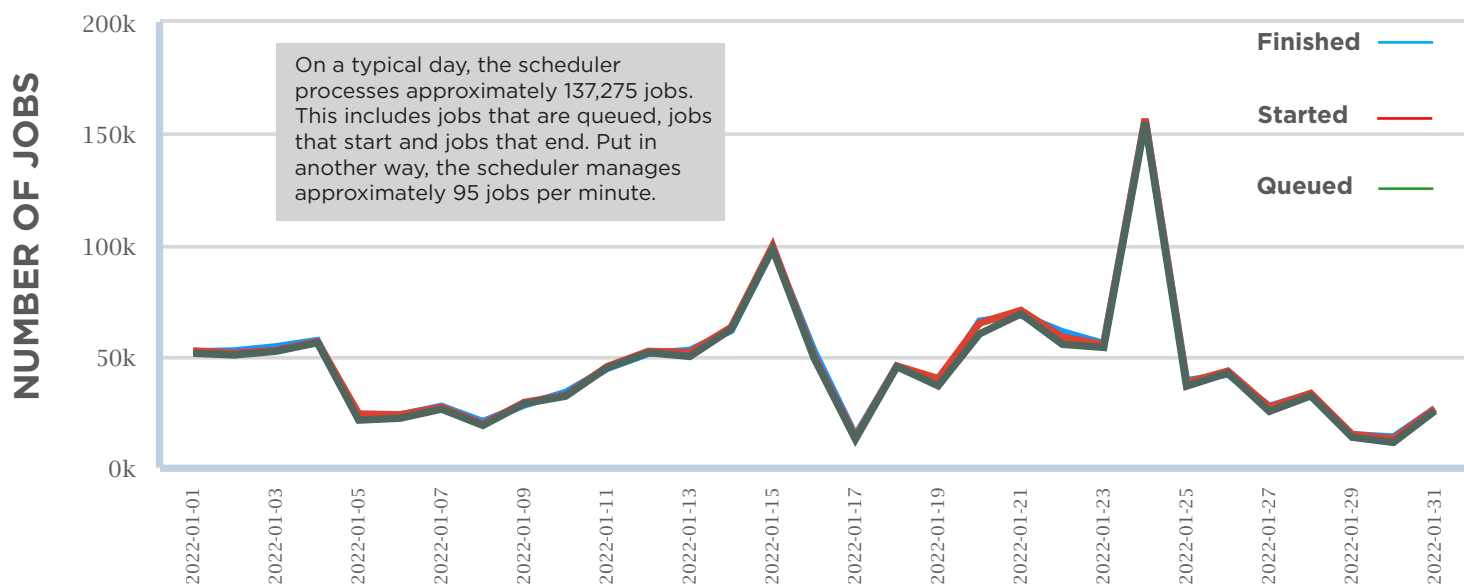
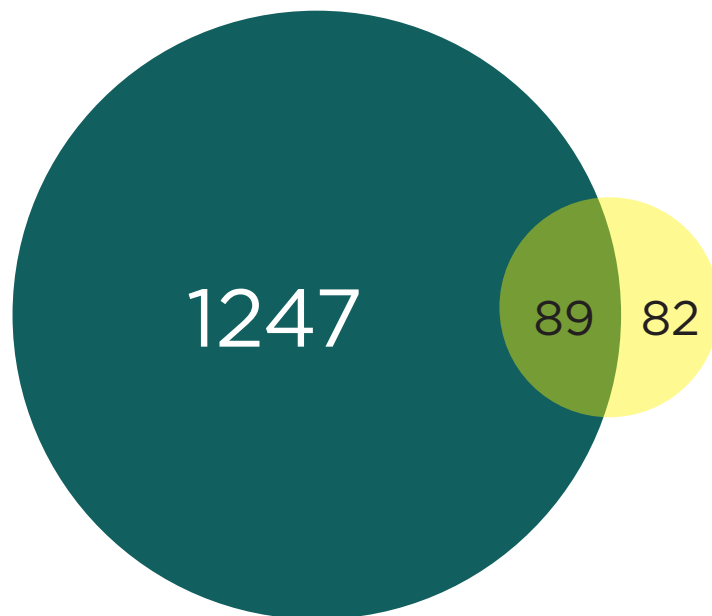
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

## NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

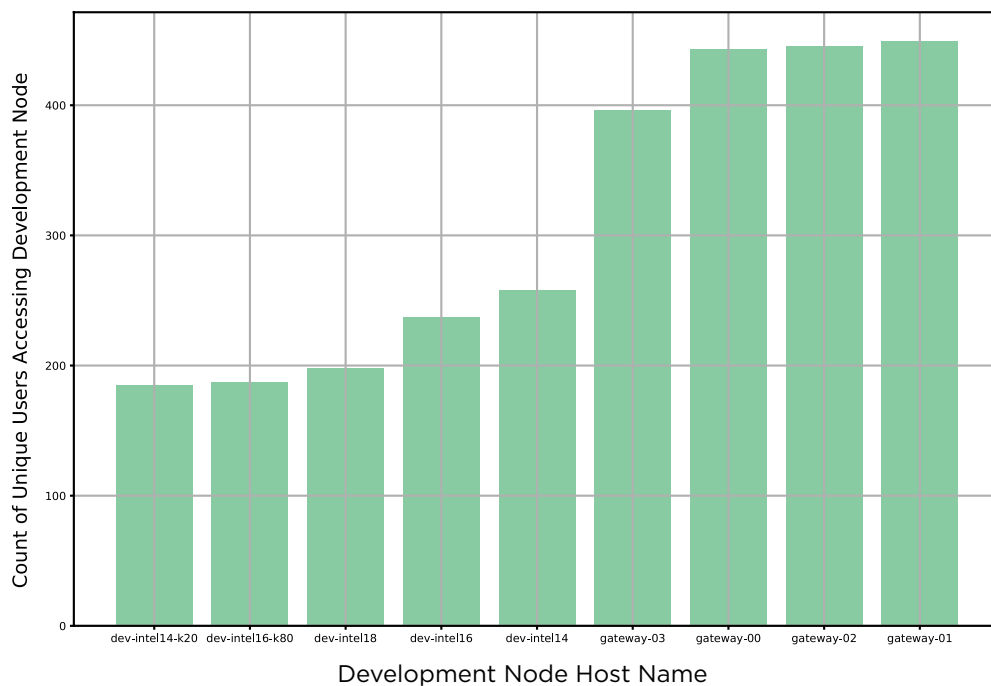
Users with Tickets  
Office Hours  
Workshops



### 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



354

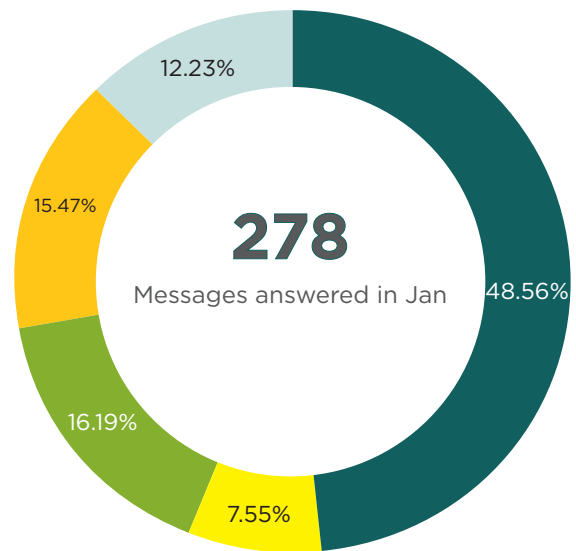
Total Users' Messages



334

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

FEBRUARY TOPIC OF THE MONTH



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TROUBLESHOOTING  
FAILED HPCC JOBS

191

New User Accounts created  
in JANUARY

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