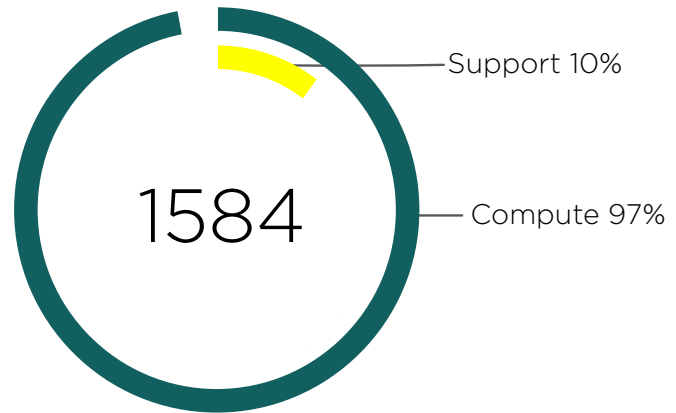


ICER SERVICE REPORT

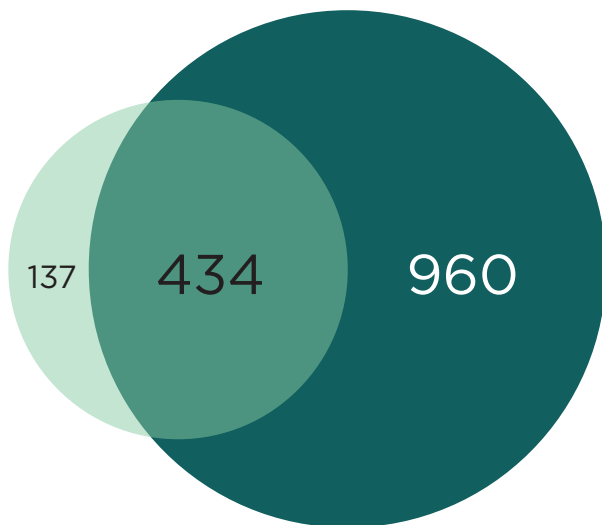
Jan. 2023

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:

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

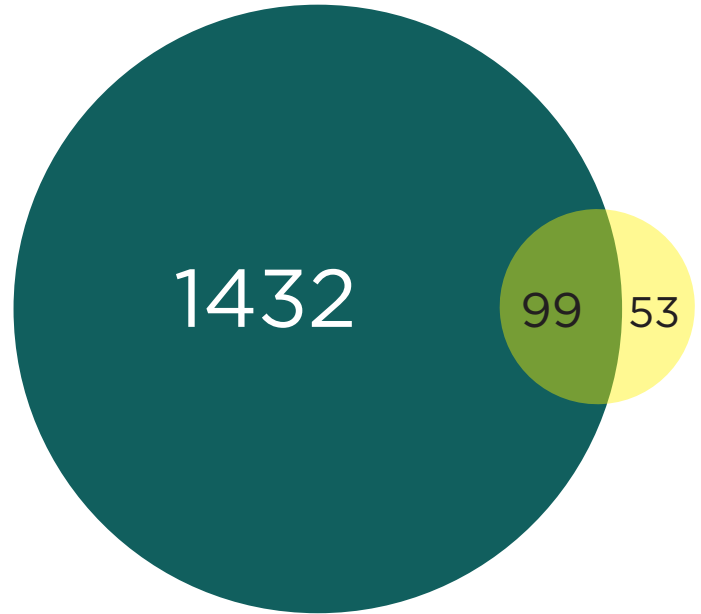
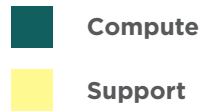
960 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

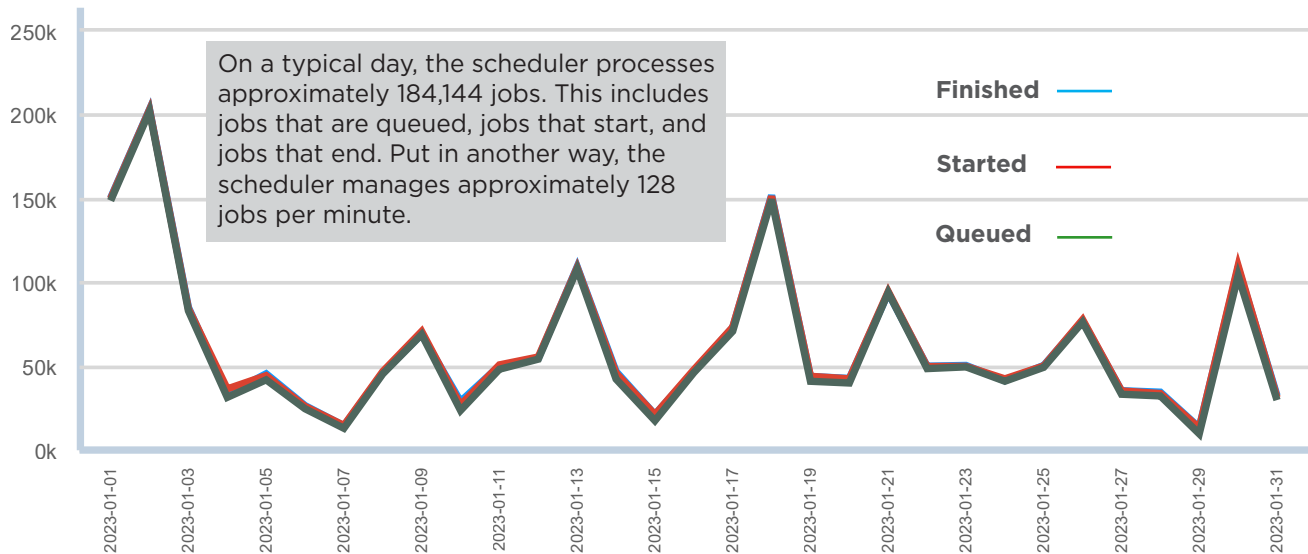
212

New User Accounts created
in January

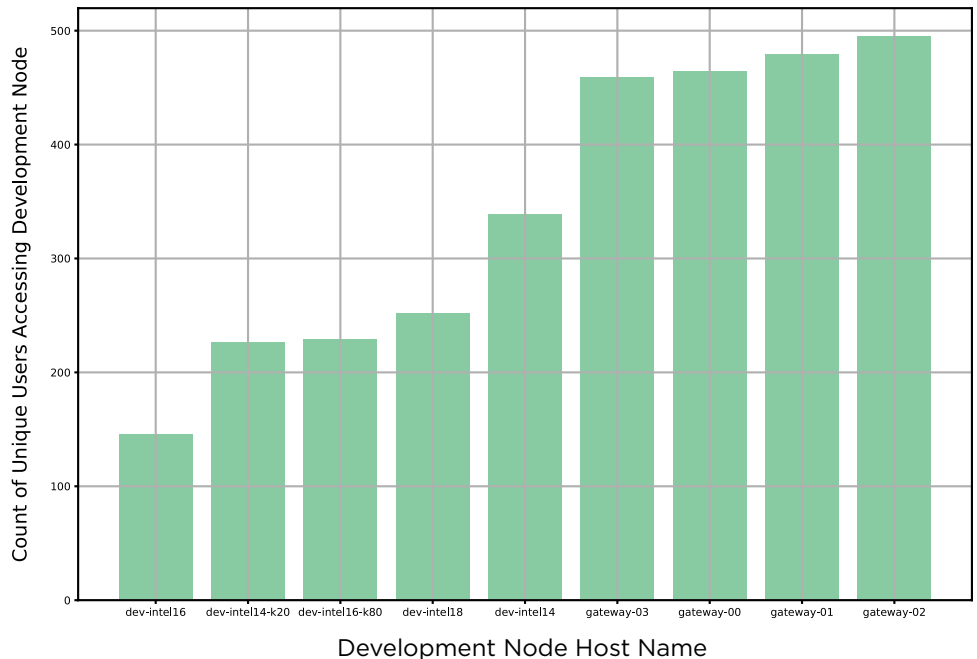
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



NUMBER OF JOBS



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

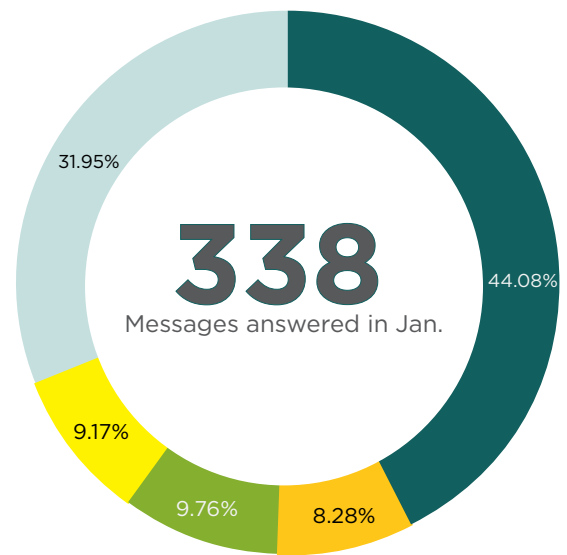


719
Total Users' Messages



443
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



ADAM PITCHER
ICER Assistant Director

CHANGES TO THE
GS21 SCRATCH
FILESYSTEM.

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung