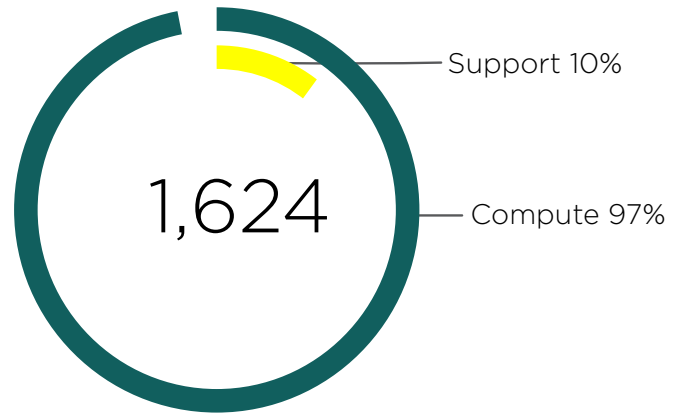


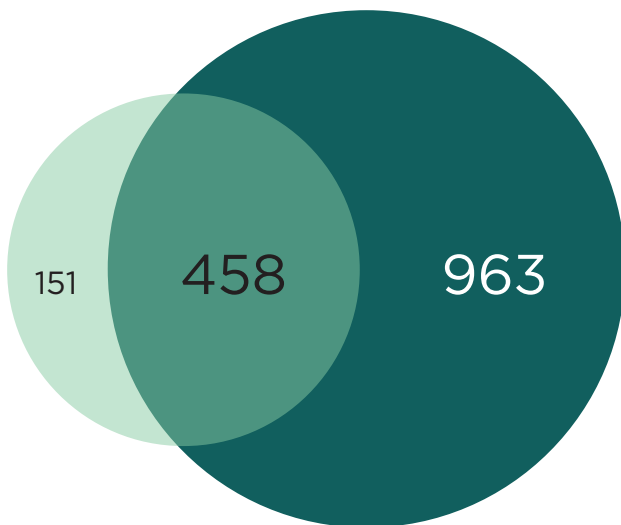
# ICER SERVICE REPORT

Jan. 2024

## 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:

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

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

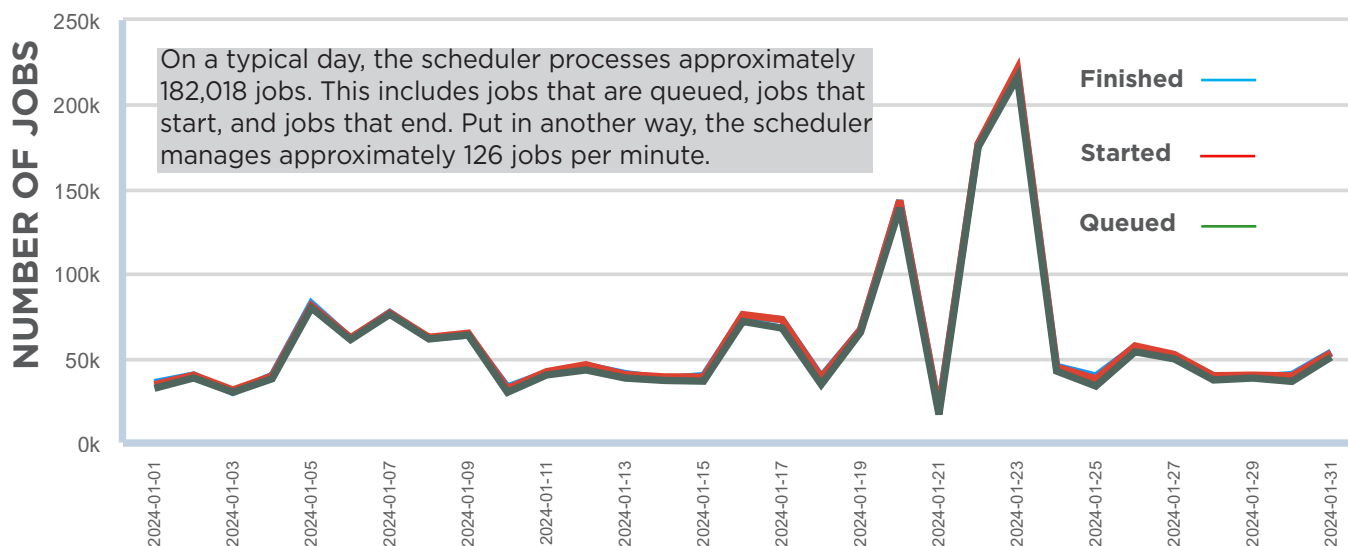
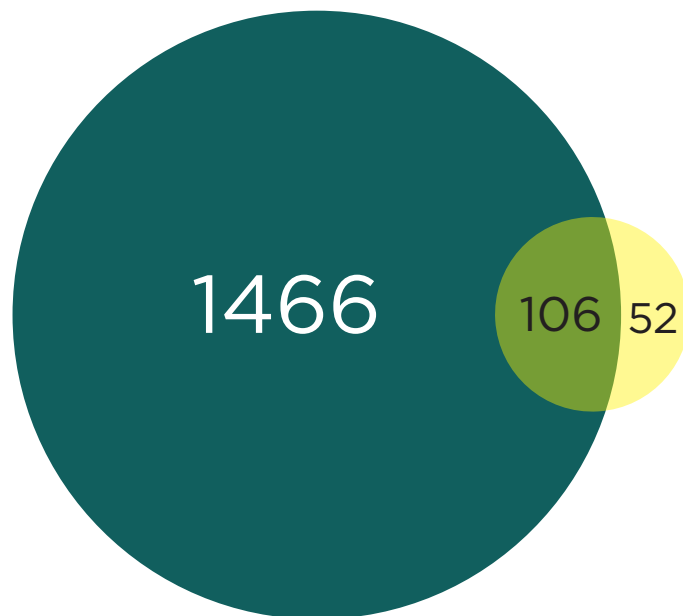
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

# 273

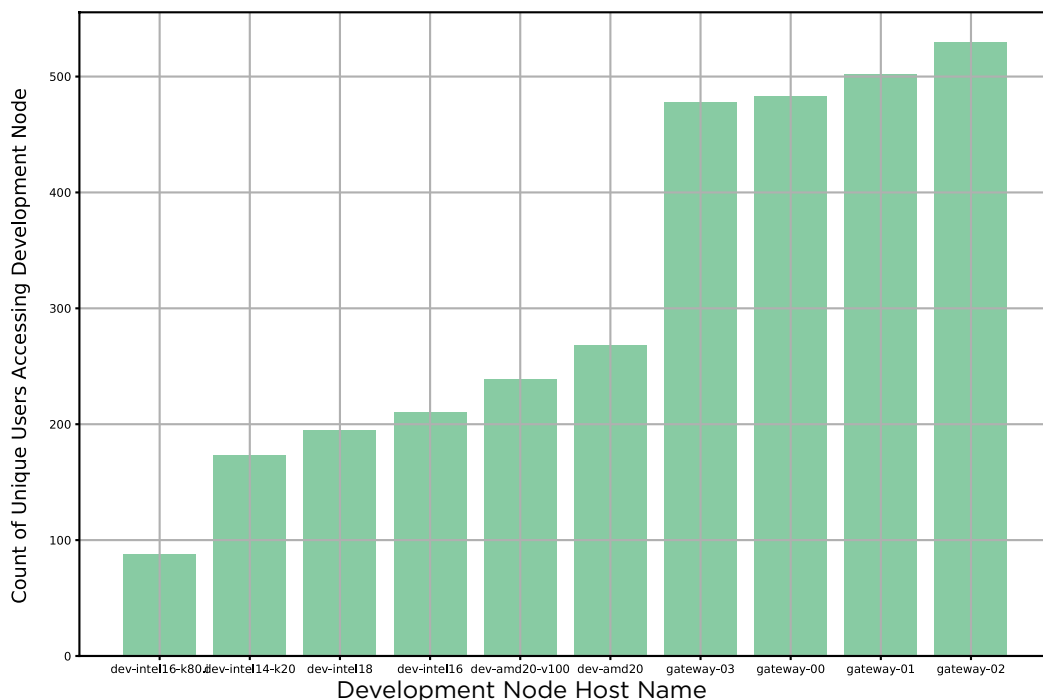
New User Accounts created  
in January

### COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



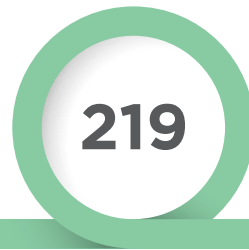
TICKET ACTIVITY SUMMARY



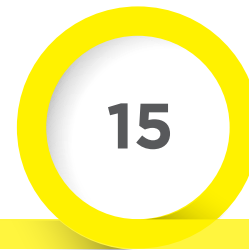
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

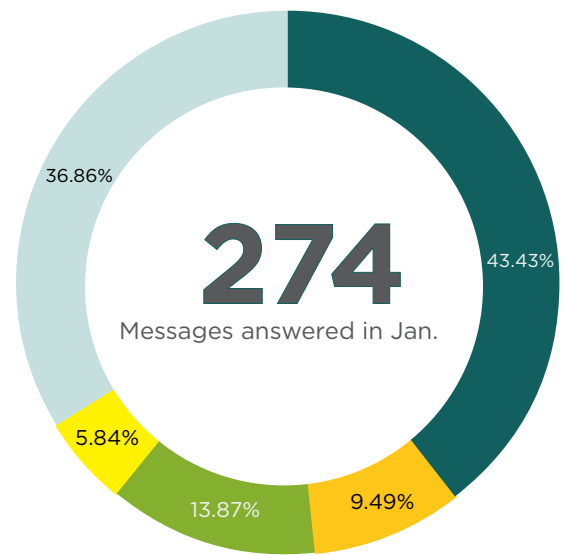


735  
Total Users' Messages



324  
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



UPCOMING HPCC  
OPERATING SYSTEM  
UPGRADE

Report Contributors:  
Michelle David  
Jim Leikert  
Kylie McClung