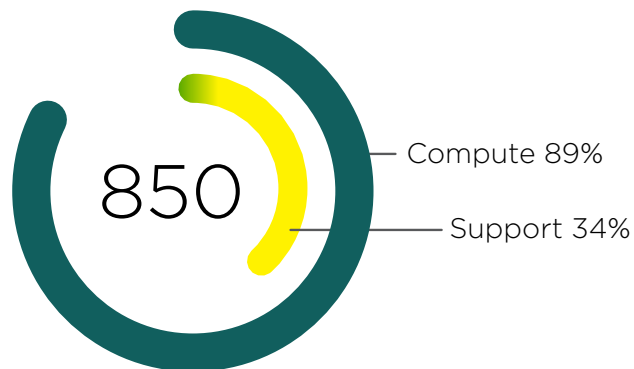


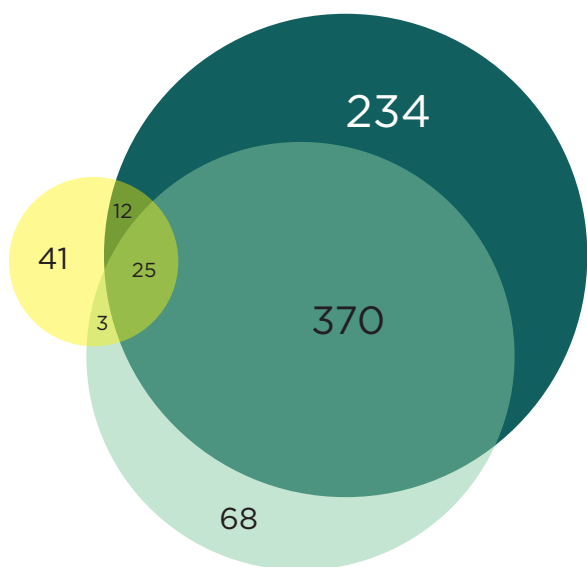
# ICER SERVICE REPORT

JUL 2019

## NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes    Batch Queue    Mapped Home Drive/Samba



## NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

**395 users (370+25) accessed the developer nodes to submit jobs to the queue.**

**246 interactive users (234+12) 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.

**41 users accessed the ICER file systems to only store their files.**

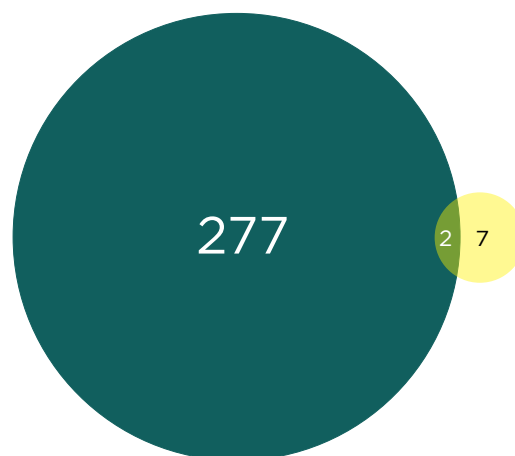
**287 researchers (234+12+41) used ICER hardware outside of the batch queue.**

## NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

This figure shows a breakdown of users that use ICER support services. These support services include support tickets.

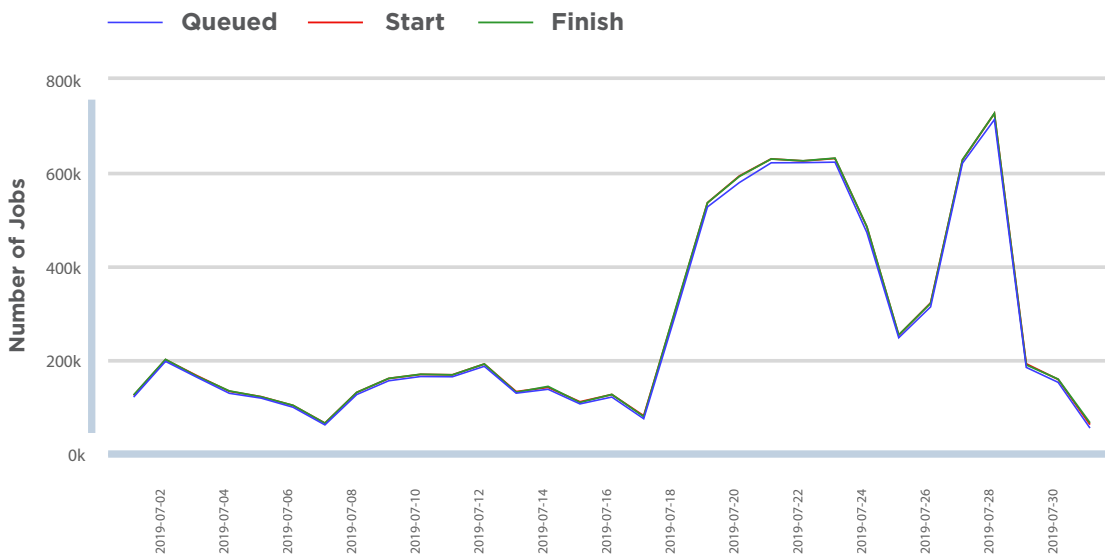
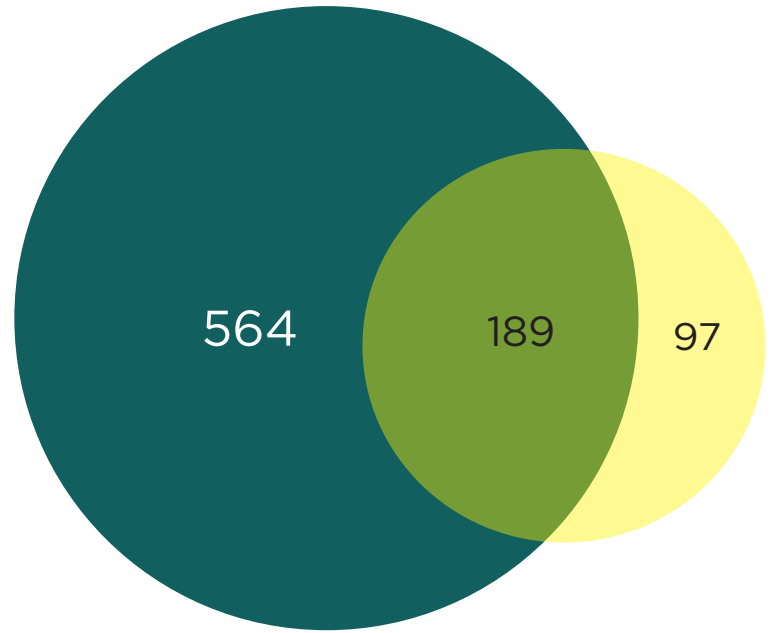
**There were no ICER Workshops in the month of July**

Tickets    Workshops    Office Hour



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

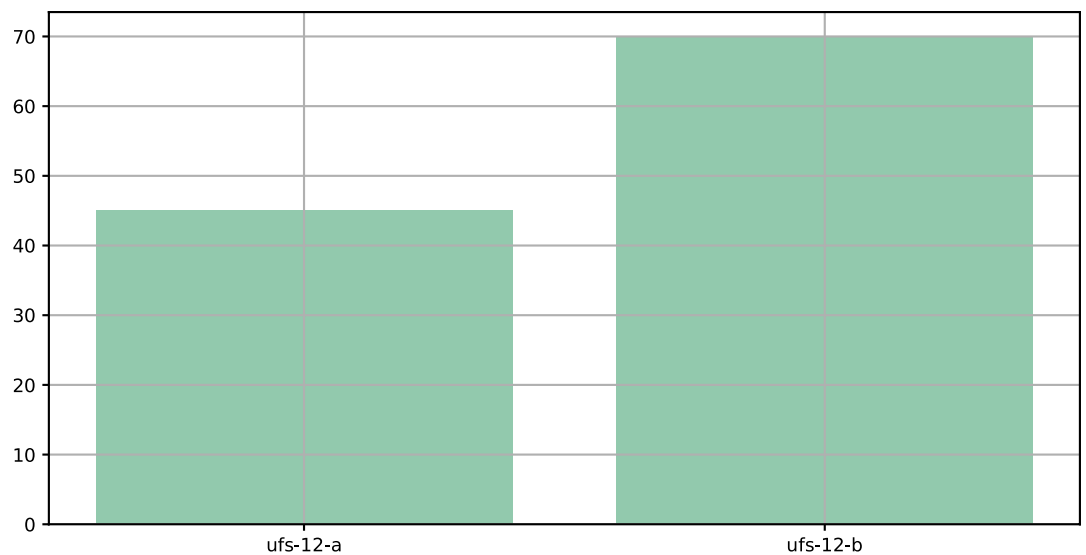
- Compute
- Support



### DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 813,434 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 564 jobs per minute.

### NUMBER OF MAPPED HOME DIRECTORIES PER SERVER



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



939

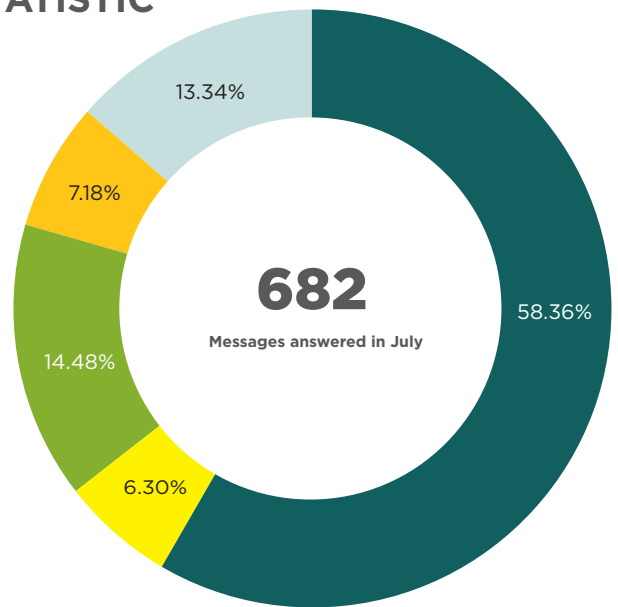
Total Users' Messages



1,109

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

MARCH TICKET HIGHLIGHTS



**NANYE LONG**

Research Consultant

**R PLOTTING: ENABLING X11 SUPPORT ON THE CLUSTER**

41

New User Accounts created in July

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