ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1322

Compute 87%

Support 23%
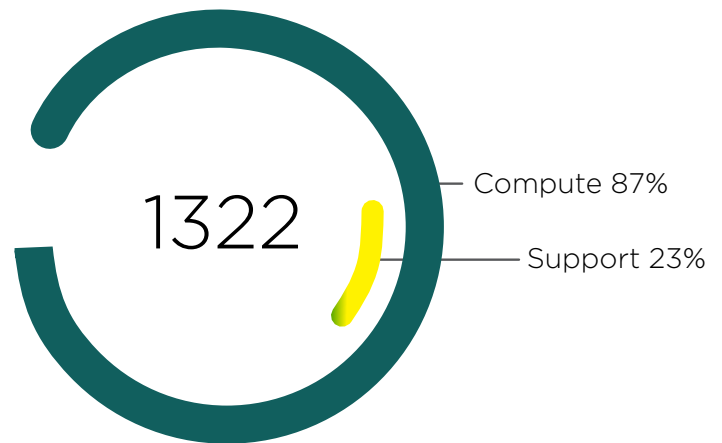
Batch Queue/Cluster   **Developer/Login Nodes**
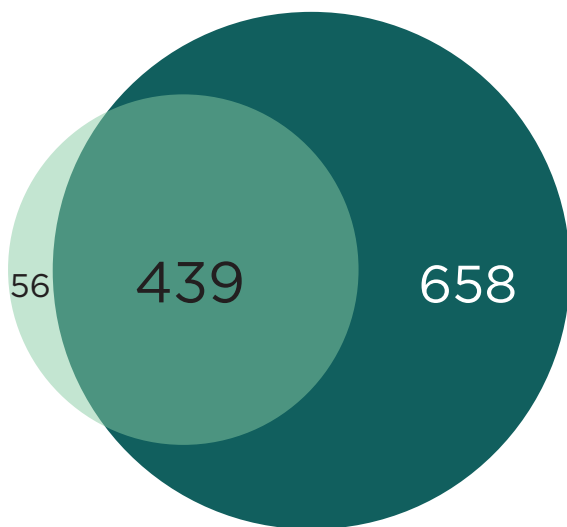
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

56   **439**   658

This figure shows a breakdown of users who accessed ICER compute services:
439 users accessed the developer nodes to submit jobs to the queue.

658 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
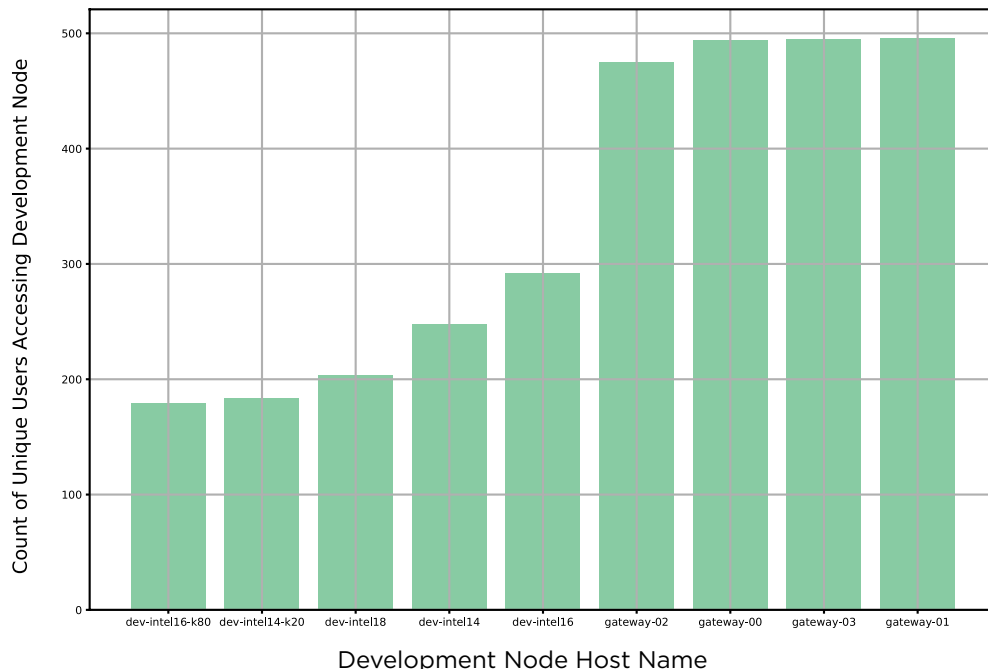
■ **Users with Tickets**

■ **Office Hours**

■ **Workshops**

13   61   3   232
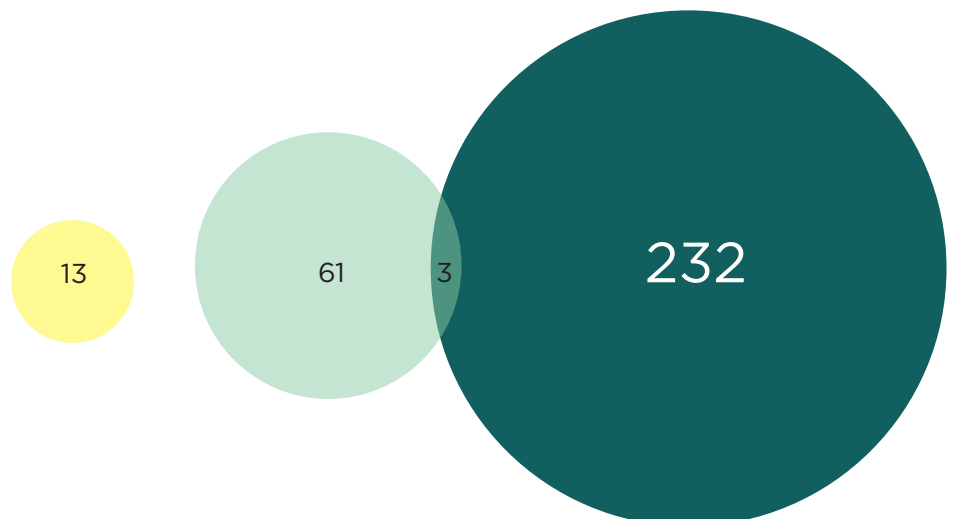
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1013   140   169

■ Compute

■ Support

NUMBER OF JOBS
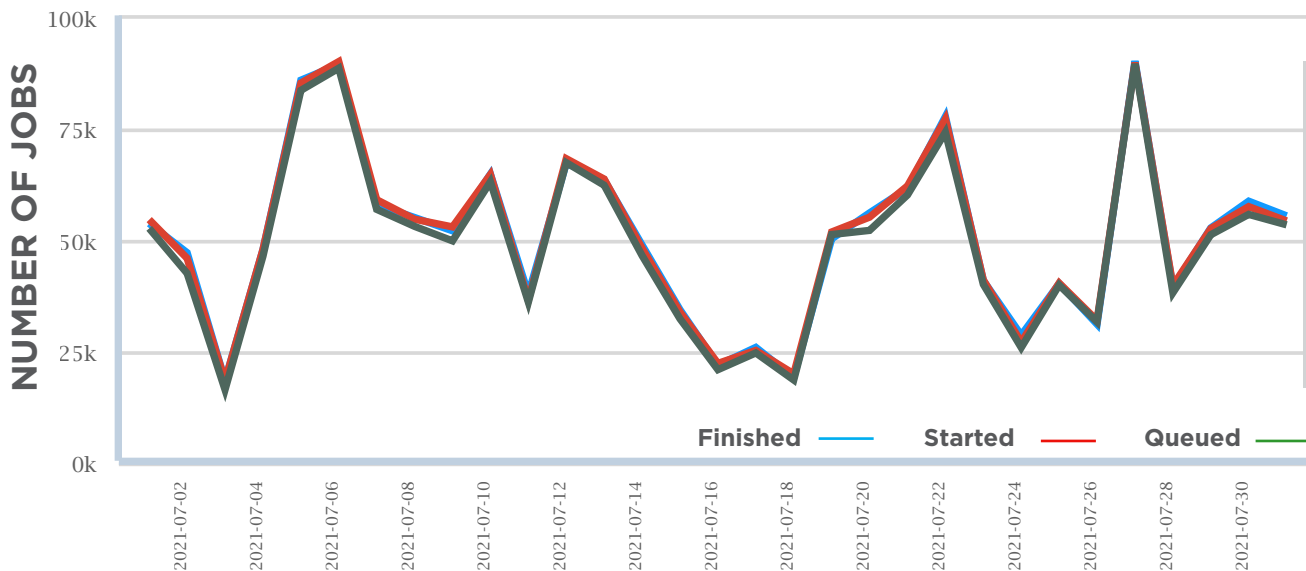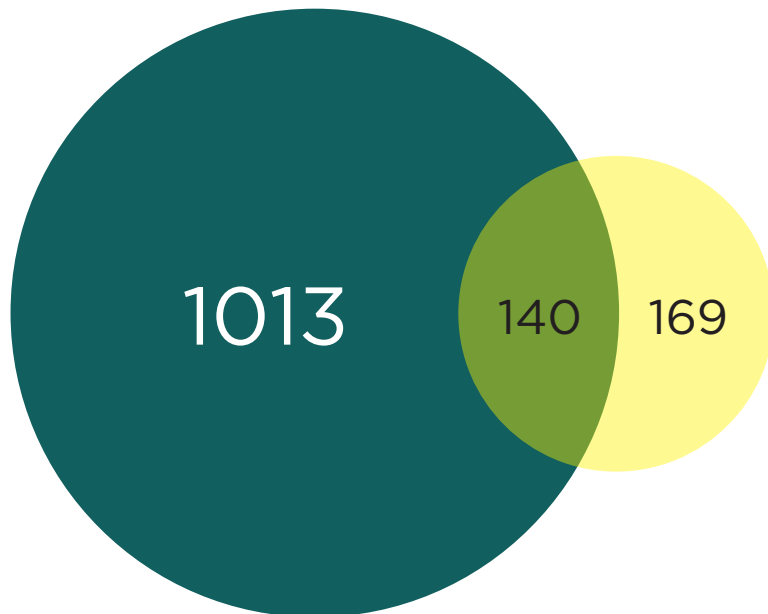
On a typical day, the scheduler processes approximately 149,372 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 104 jobs per minute.
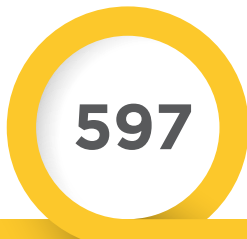
Finished —   Started —   Queued —

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

Development Node Host Name

dev-intel16-k80 dev-intel14-k20 dev-intel18 dev-intel14 dev-intel16 gateway-02 gateway-00 gateway-03 gateway-01

TICKET ACTIVITY SUMMARY

479
597
423
5

Tickets Created
Tickets Updated
Tickets Resolved
Open Tickets
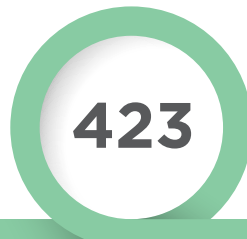
TICKET MESSAGE SUMMARY

969
Total Users' Messages

1115
Total ICER's Messages

TICKET RESOLUTION DATA

12.06%
7.48%
16.42%
14.14%
49.90%

481
Messages answered in July
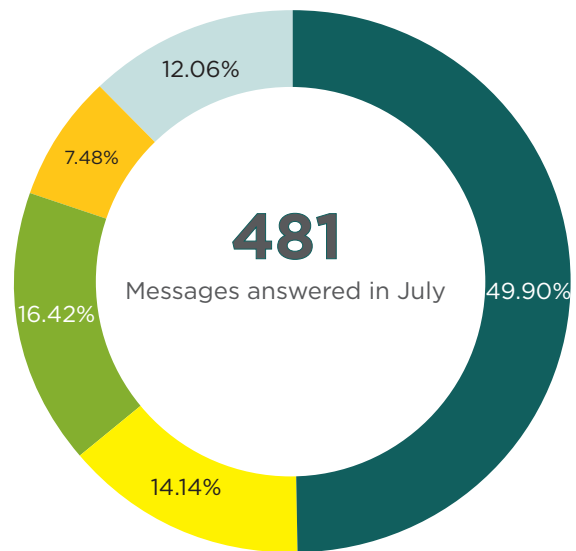
- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

AUGUST TOPIC OF THE MONTH

XIAOGE WANG
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STAY UP TO DATE WITH HPCC SYSTEM STATUS

29
New User Accounts created
in JULY

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