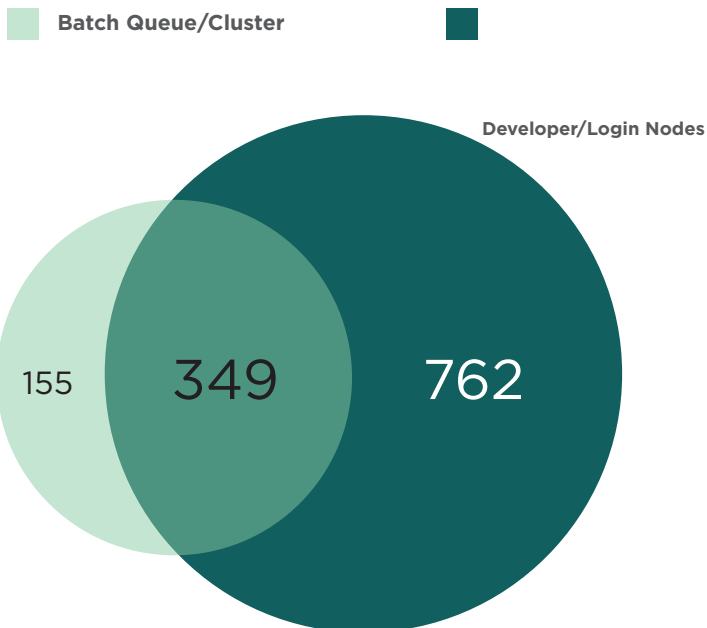
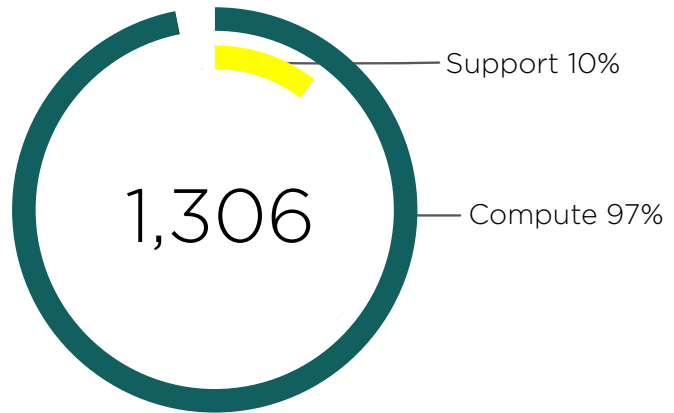


ICER SERVICE REPORT

July 2023

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

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

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

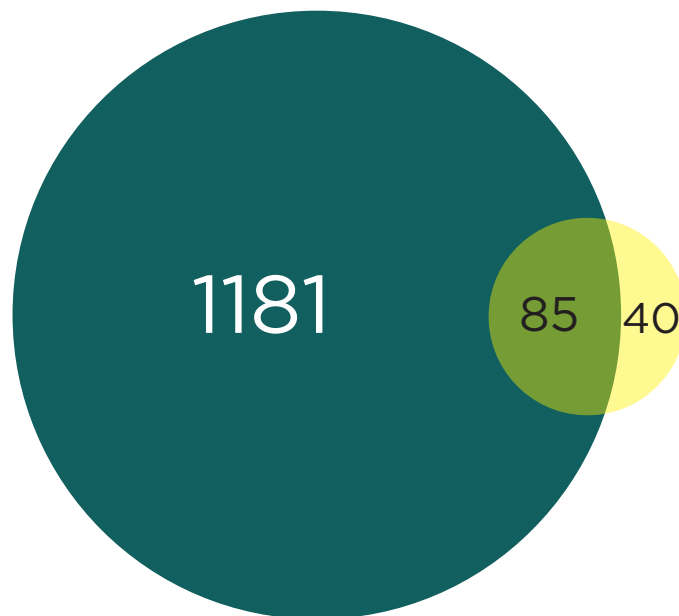
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

27

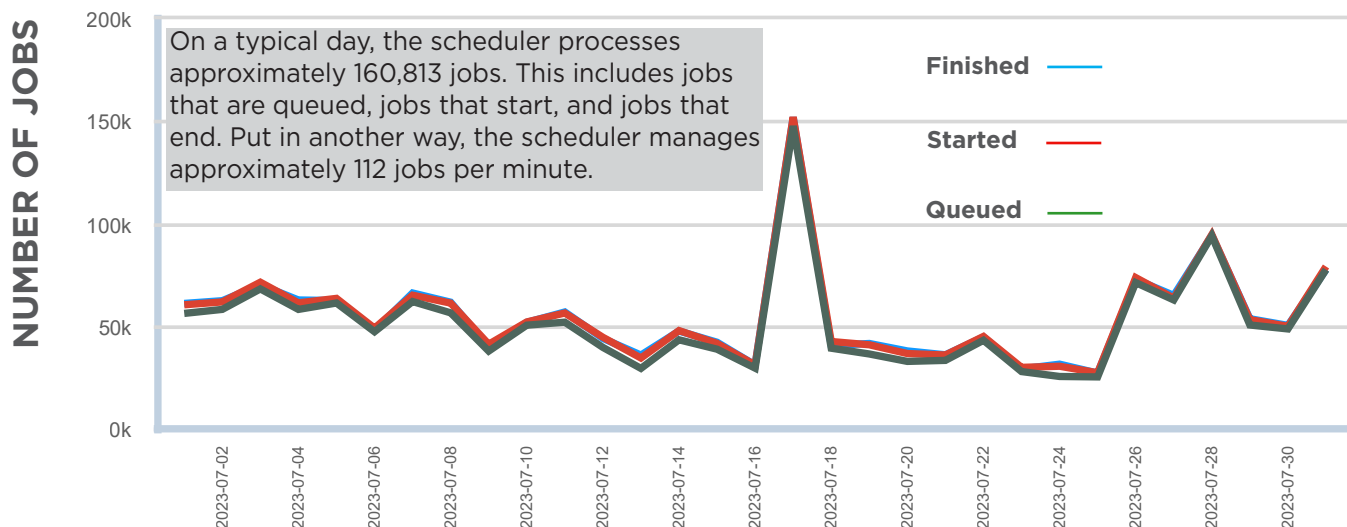
New User Accounts created
in July

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

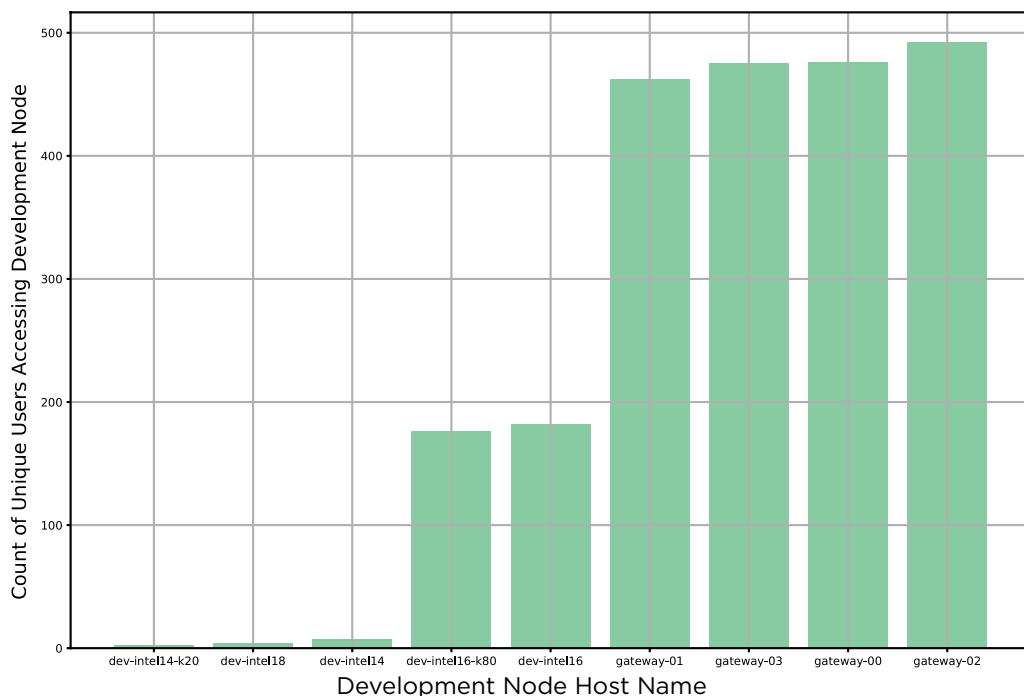
- Compute
- Support



Job Totals



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



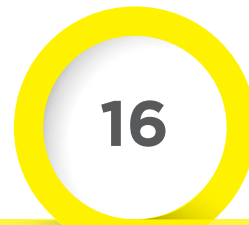
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

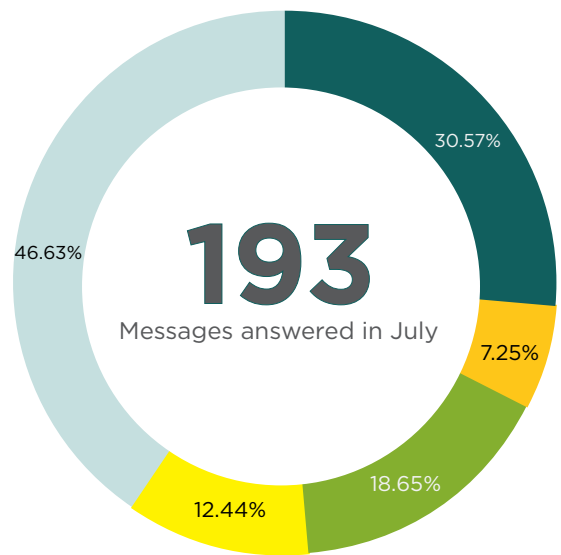


525
Total Users' Messages



231
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

AUGUST TOPIC OF THE MONTH



USING VS CODE
TO CONNECT TO
THE HPCC

CRAIG GROSS
ICER Research Consultant

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