iCER SERVICE REPORT

JUNE 2019

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1674

Support 70%

Compute 45%

Developer/Login Nodes   **Batch Queue**   **Mapped Home Drive/Samba**
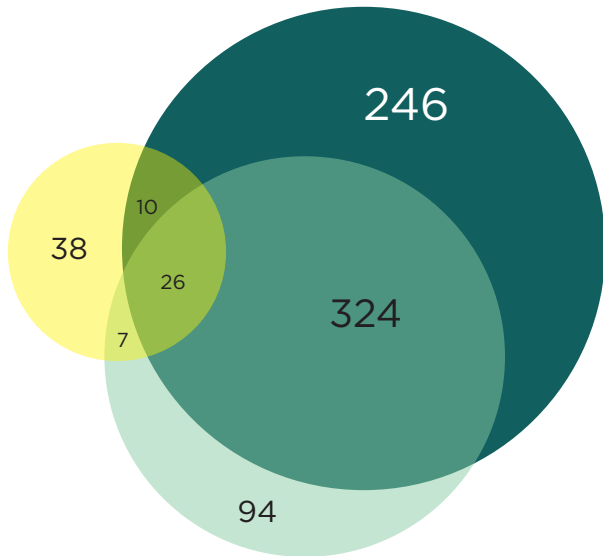
NUMBER OF USERS ACCESSING iCER COMPUTE SERVICES

246

38

10

26

7

324

94

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

350 users (324+26) accessed the developer nodes to submit jobs to the queue.

256 interactive users (246+10) 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.

38 users accessed the iCER file systems to only store their files.

**294 researchers (246+10+38) 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, iCER workshops and office hours.
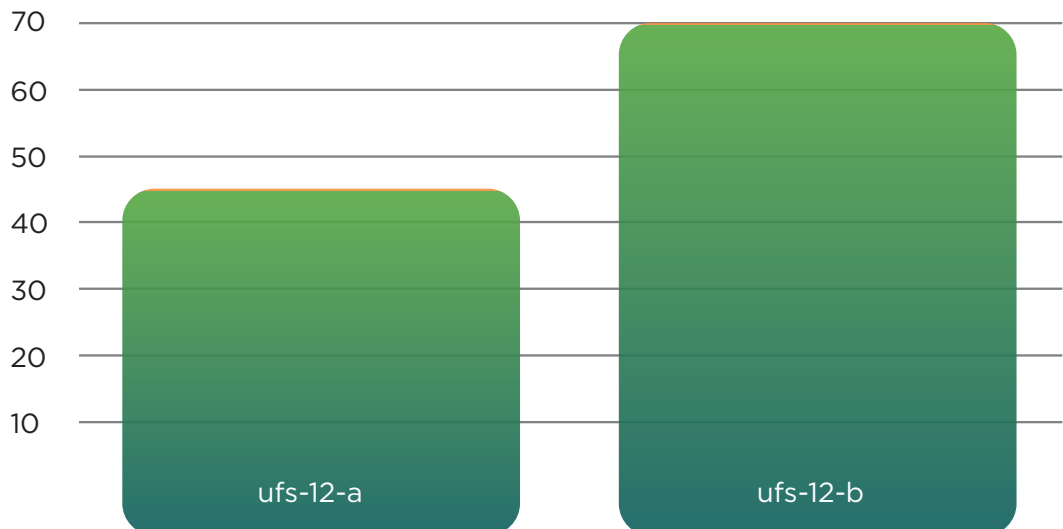
Tickets   **Office Hours**   **Workshops**

1161

1

2   4
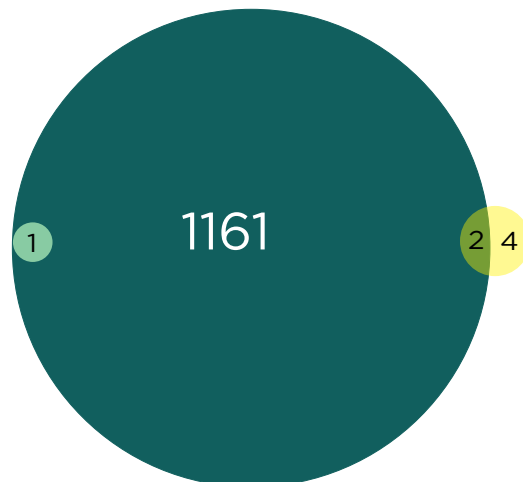
COMPARISON BETWEEN NUMBER OF USERS ACCESSING ICER SUPPORT AND COMPUTE SERVICE

■ Compute
■ Support

506   239   929
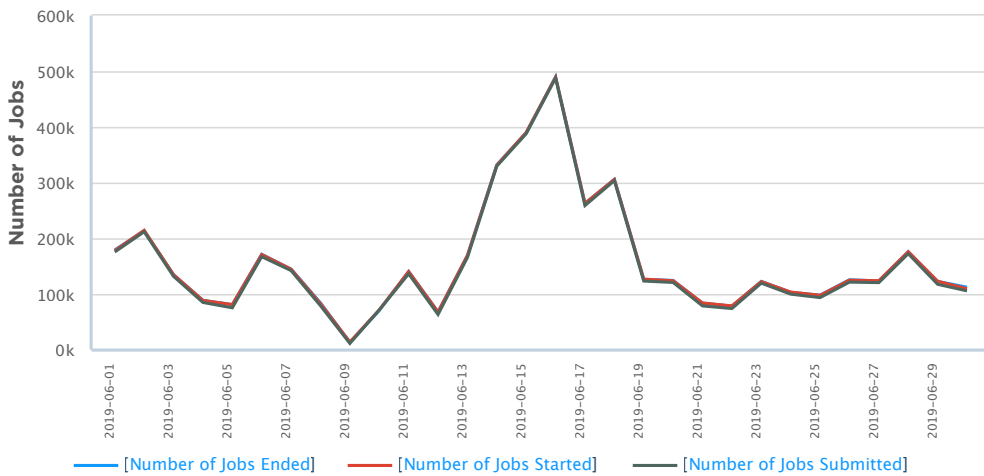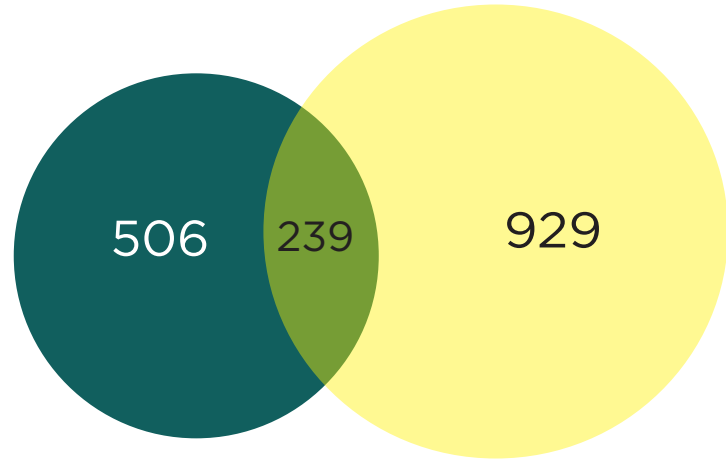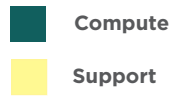
DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 469530 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 326 jobs per minute.

Number of Jobs

— [Number of Jobs Ended]   — [Number of Jobs Started]   — [Number of Jobs Submitted]

NUMBER OF MAPPED HOME DIRECTORIES PER FILER

ufs-12-a

ufs-12-b

TICKET ACTIVITY SUMMARY

317
1604
1452
23

▼ Tickets **Created**
▼ Tickets **Updated**
▼ Tickets **Resolved**
▼ **Open** Tickets

TICKET MESSAGE SUMMARY

826
Total Users' Messages

1825
Total iCER's Messages

TICKET RESOLUTION STATISTICS

18.70%
47.52%
10.11%
16.41%
7.25%

1048
Messages answered in June
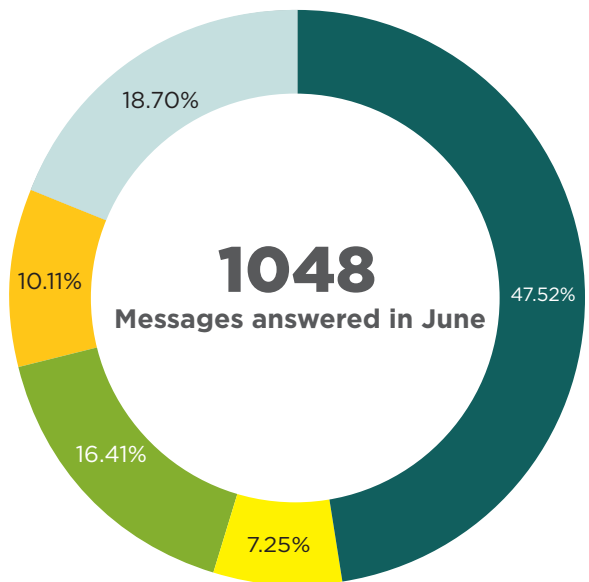
- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

JULY TICKET HIGHLIGHTS

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HOW TO USE THE USF18 FILESYSTEM

38
New User Accounts created
in June

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