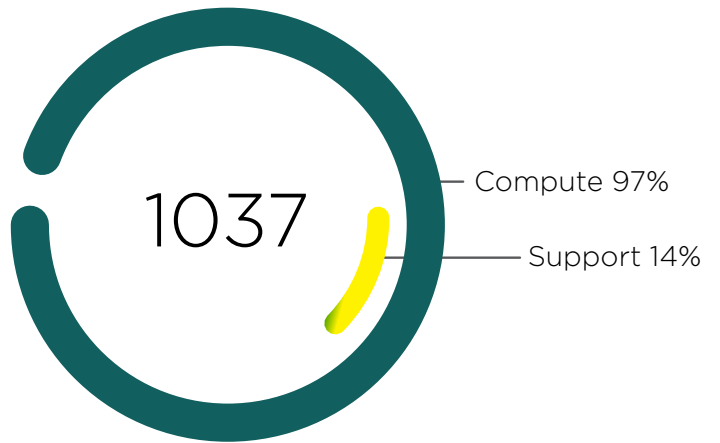


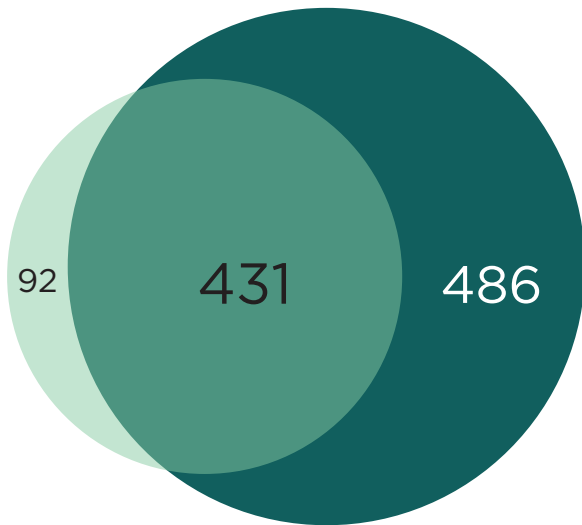
# ICER SERVICE REPORT

JUN 2020

## NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes      Batch Queue/Cluster



## NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

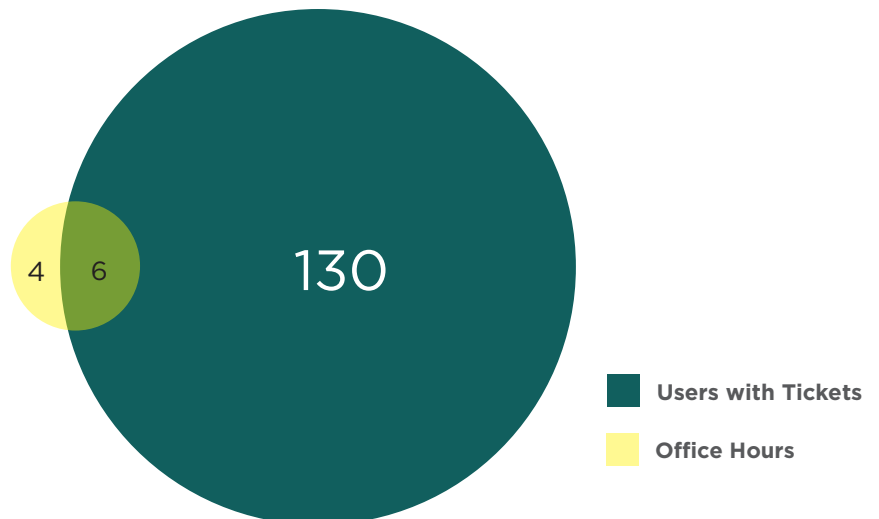
This figure shows a breakdown of users who accessed ICER compute services:

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

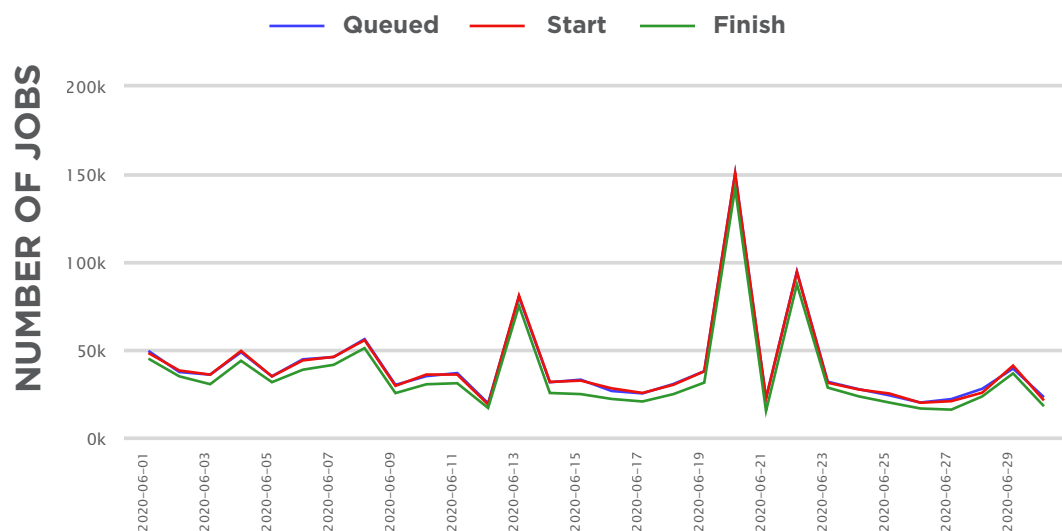
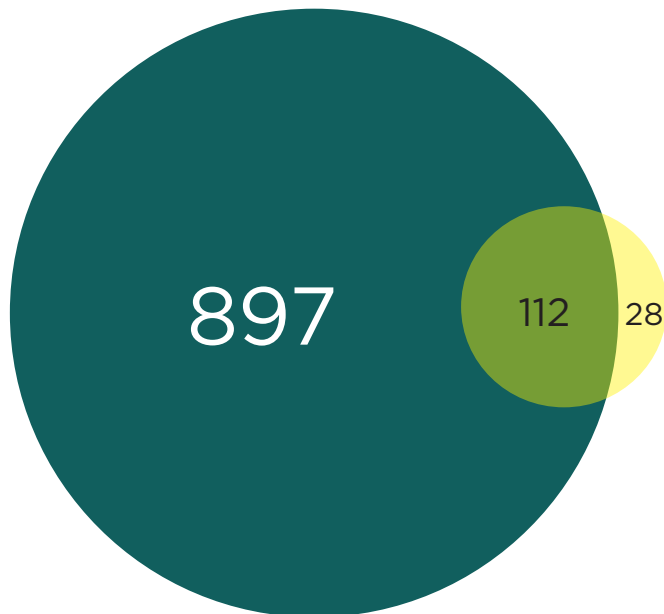
**486 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

## NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

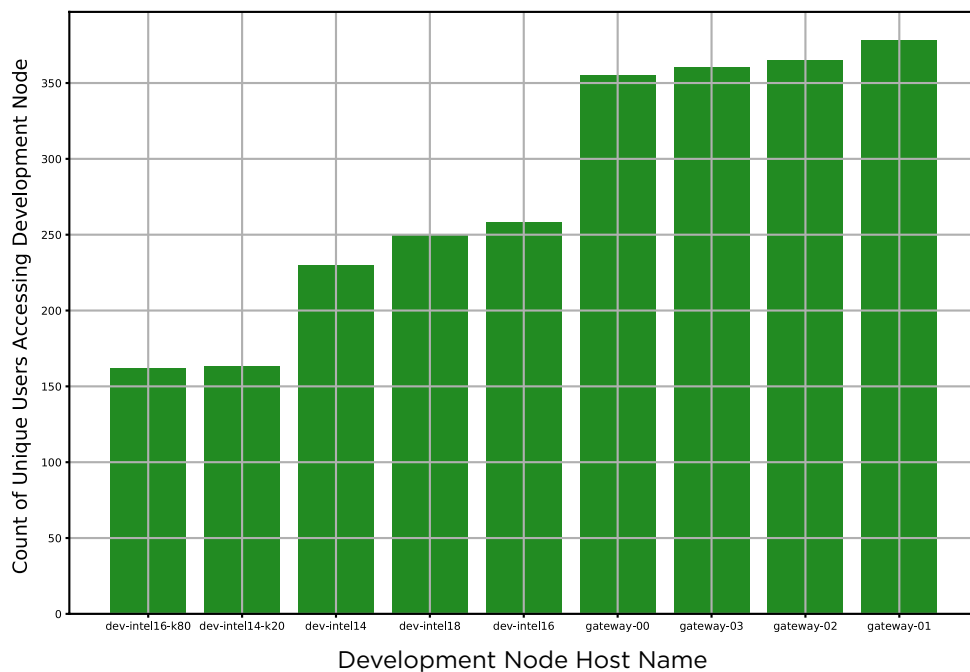


### COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



On a typical day, the scheduler processes approximately 116,854 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 81 jobs per minute.

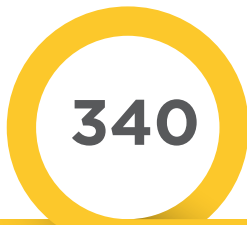
### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



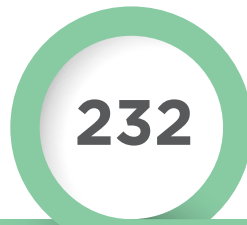
TICKET ACTIVITY SUMMARY



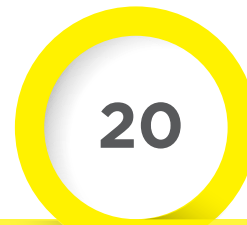
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



534

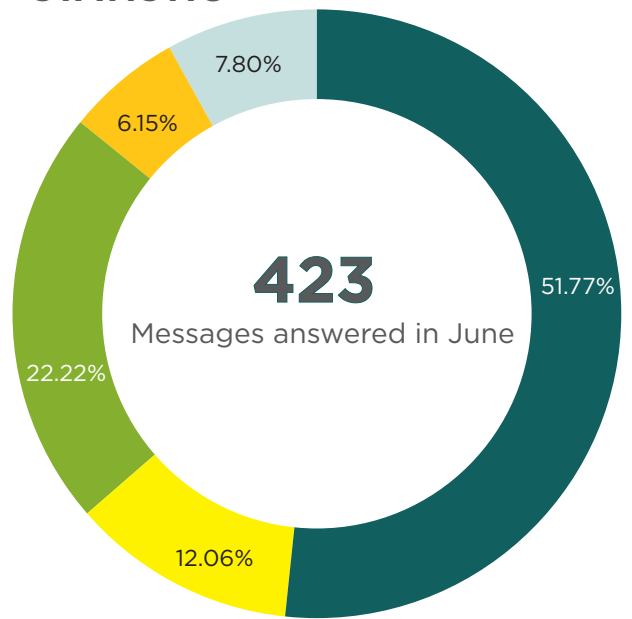
Total Users' Messages



604

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

JULY TICKET HIGHLIGHTS



NANYE LONG

Research Consultant

RESOLVING PYTHON CONFLICT

45

New User Accounts created in JUNE

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