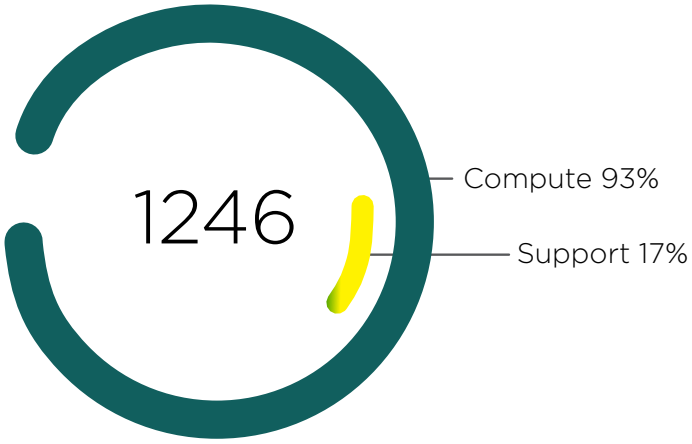
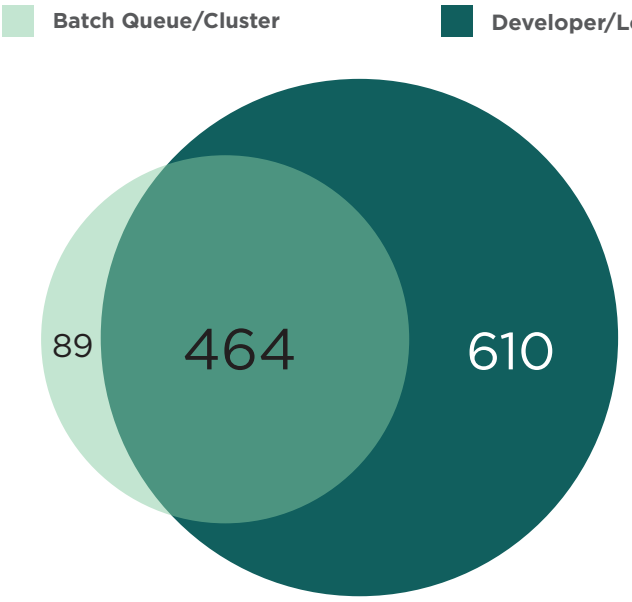
ICER SERVICE REPORT

JUNE 2021

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



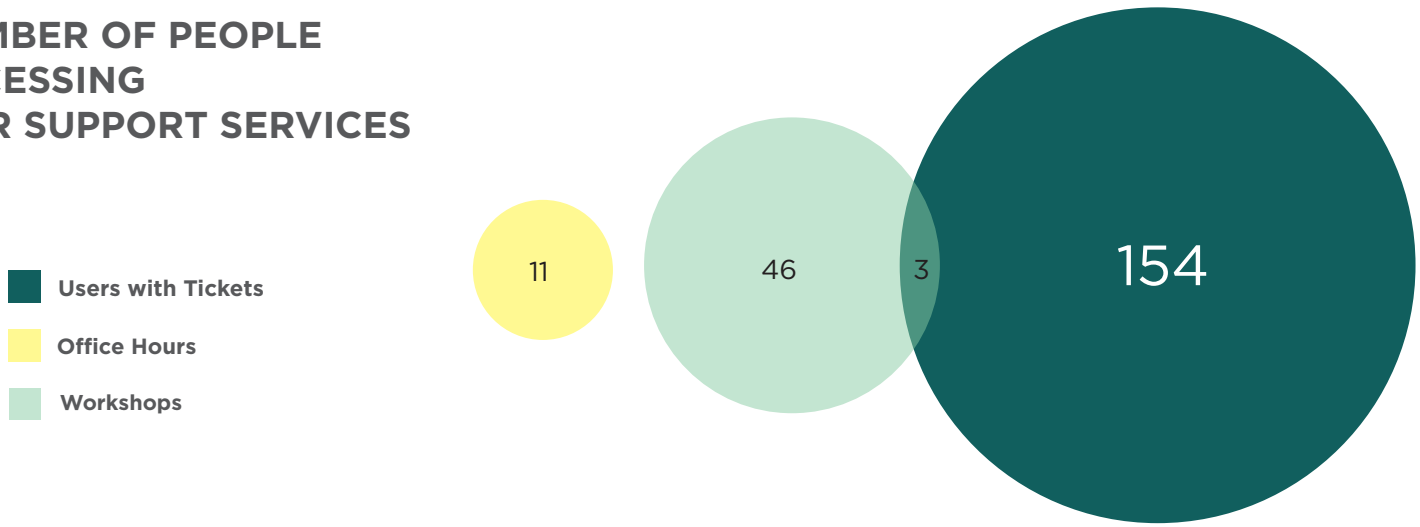
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES



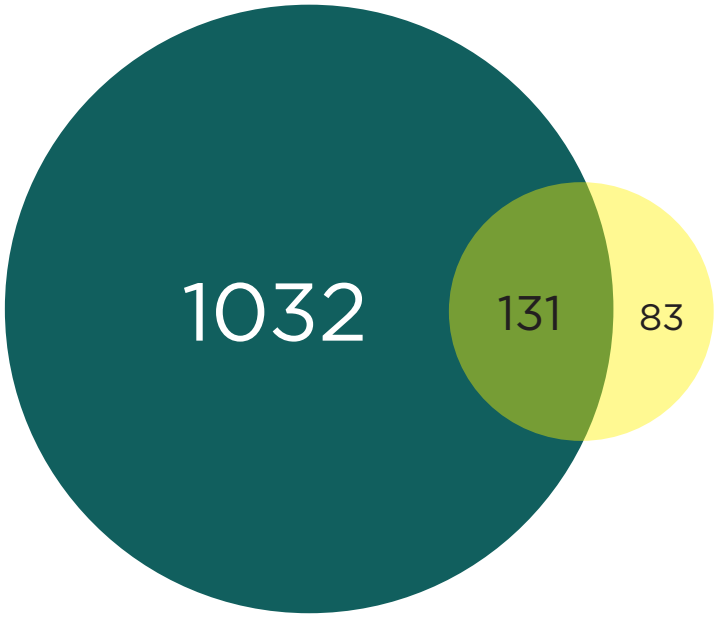
This figure shows a breakdown of users who accessed ICER compute services:
464 users accessed the developer nodes to submit jobs to the queue.

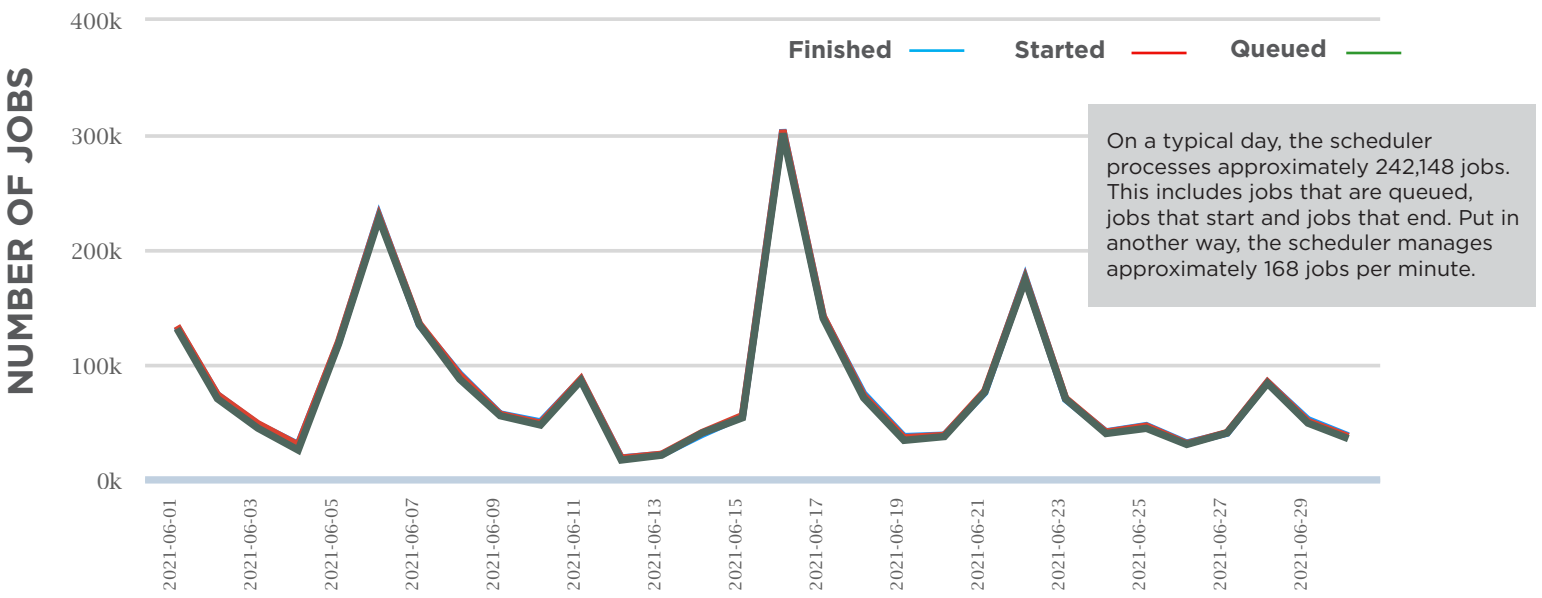
610 interactive users utilized only ICER developer nodes to do their work. This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Are still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES



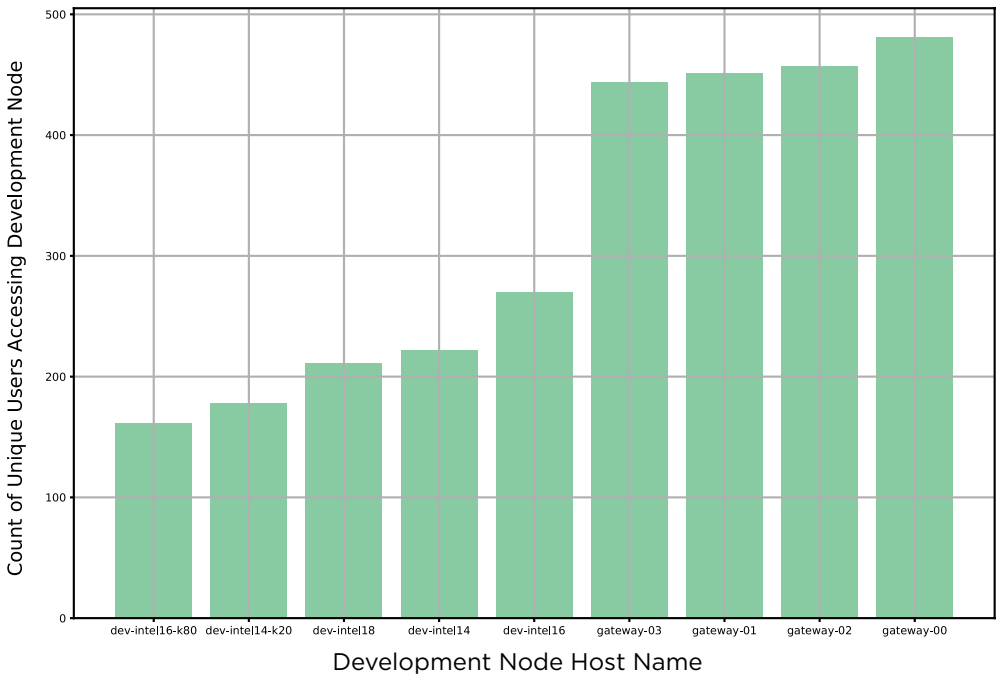
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



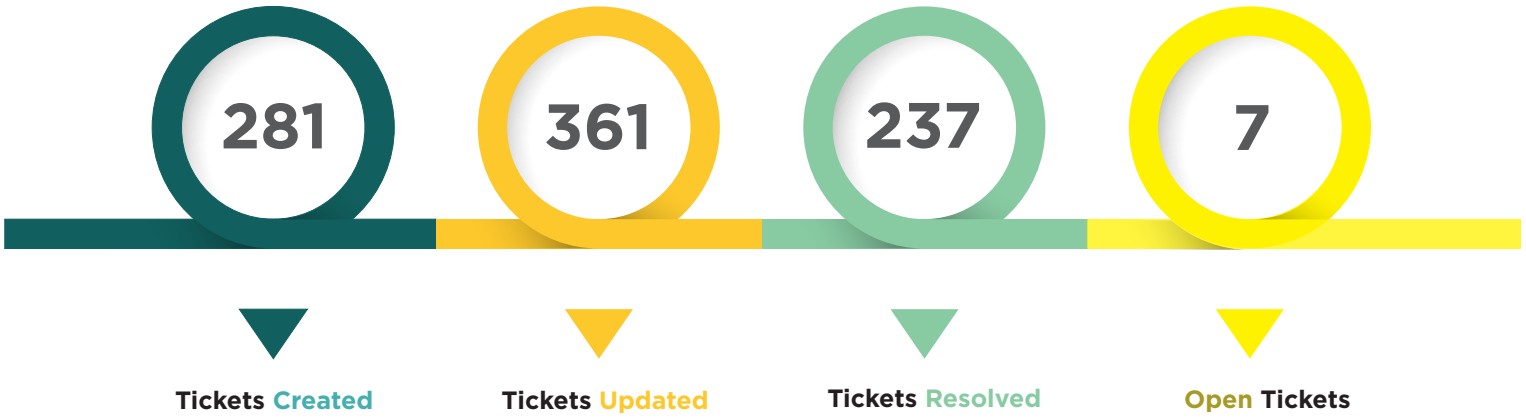


On a typical day, the scheduler processes approximately 242,148 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 168 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

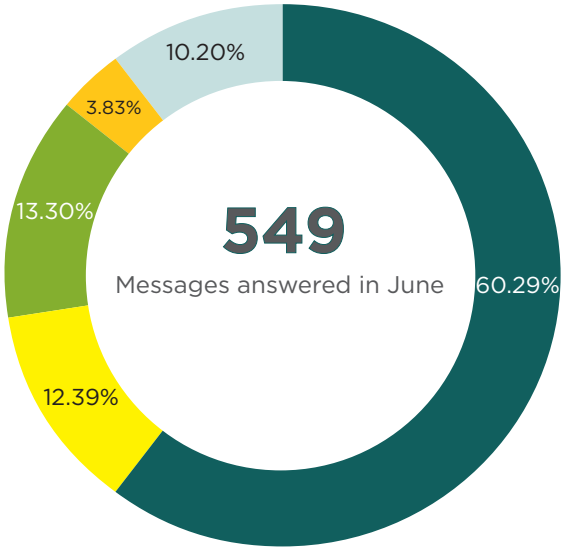


TICKET MESSAGE SUMMARY

674
Total Users' Messages

683
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

JULY TOPIC OF THE MONTH

XIAOGE WANG
Research Consultant
CHECKLIST TO IMPROVE YOUR JOB'S SCHEDULING TIME

55
New User Accounts created
in JUNE

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