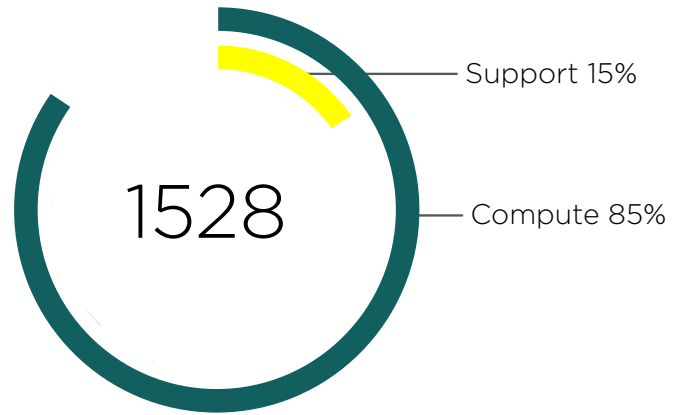


ICER SERVICE REPORT

June 2022

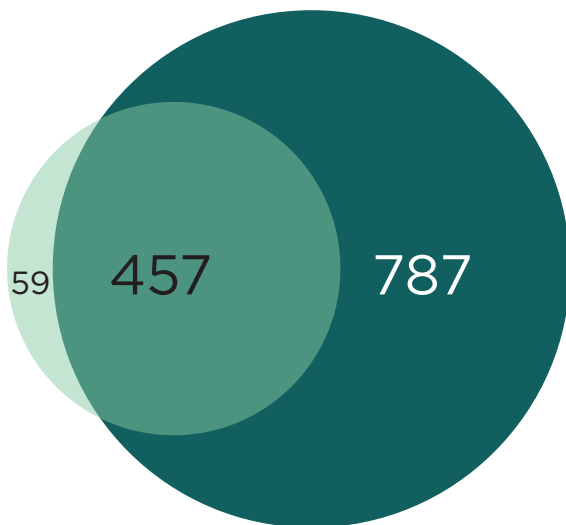
NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Batch Queue/Cluster

Developer/Login Nodes

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES



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

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

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

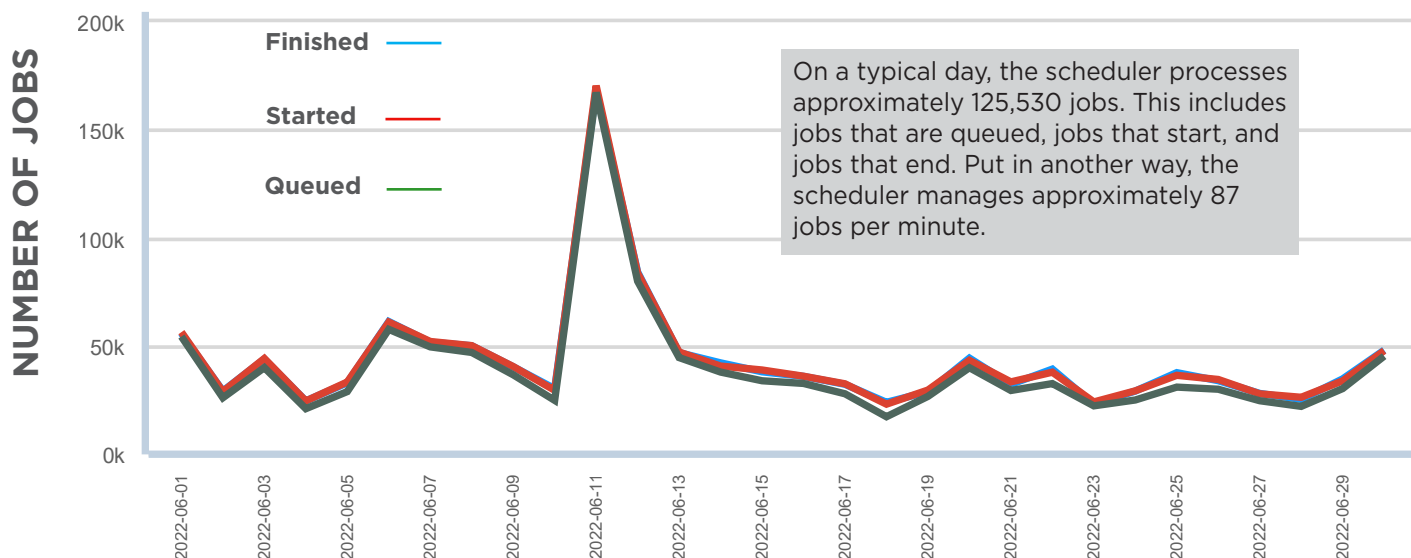
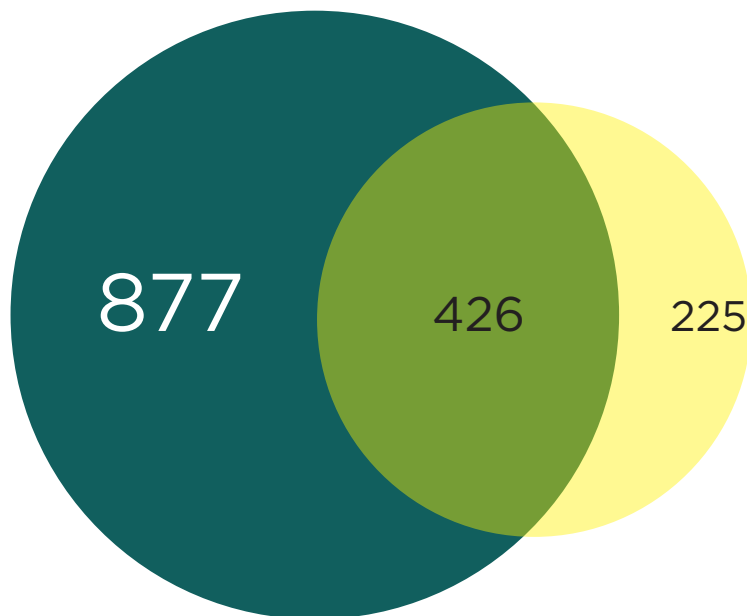
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

50

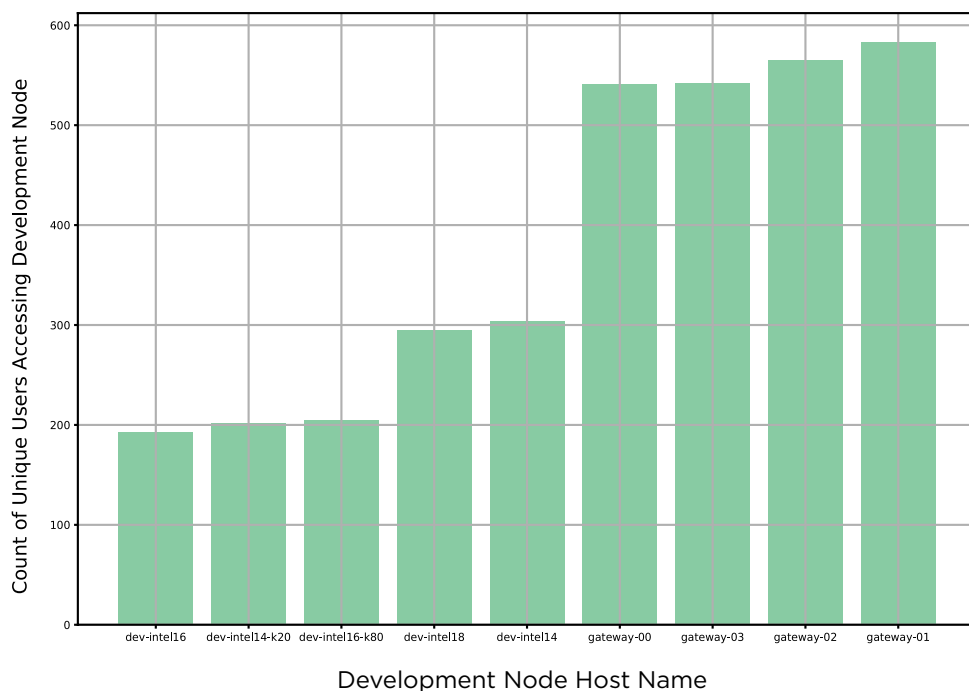
New User Accounts created
in June

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



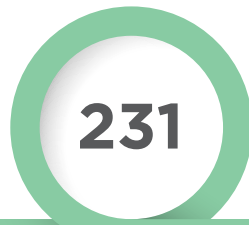
TICKET ACTIVITY SUMMARY



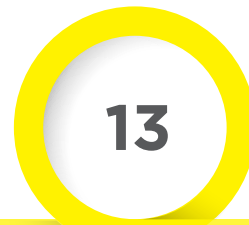
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

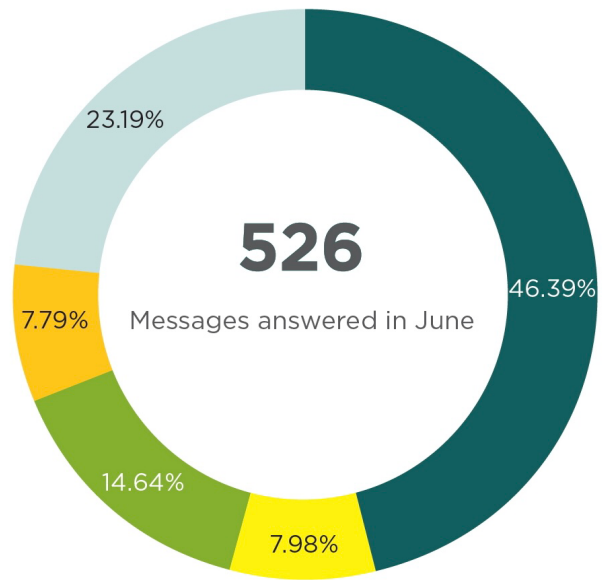


1568
Total Users' Messages



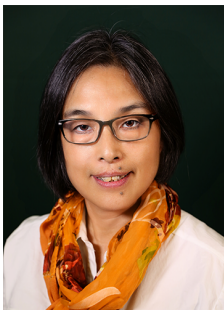
1111
Total ICER's Messages

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



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Research Consultant
MIGRATING TO NEW SCRATCH: GS21

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