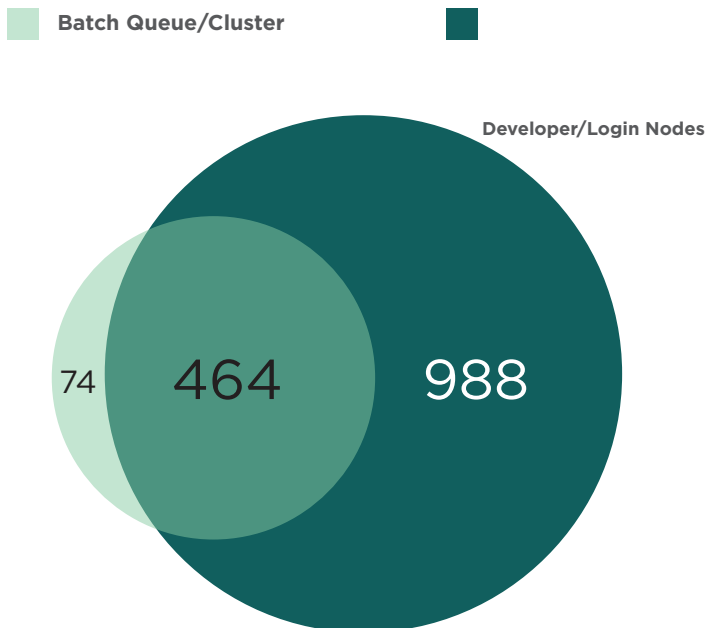
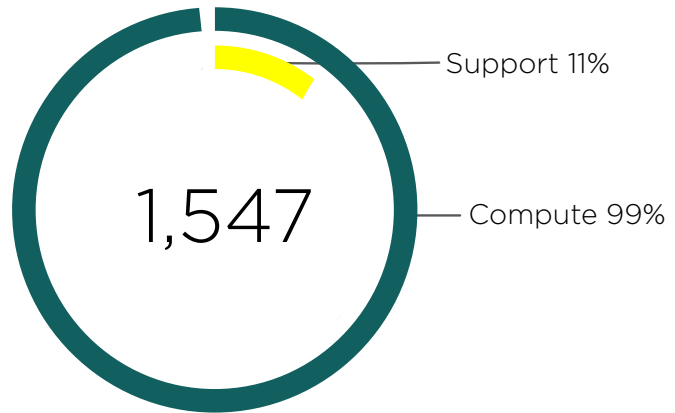


# ICER SERVICE REPORT

June 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:

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

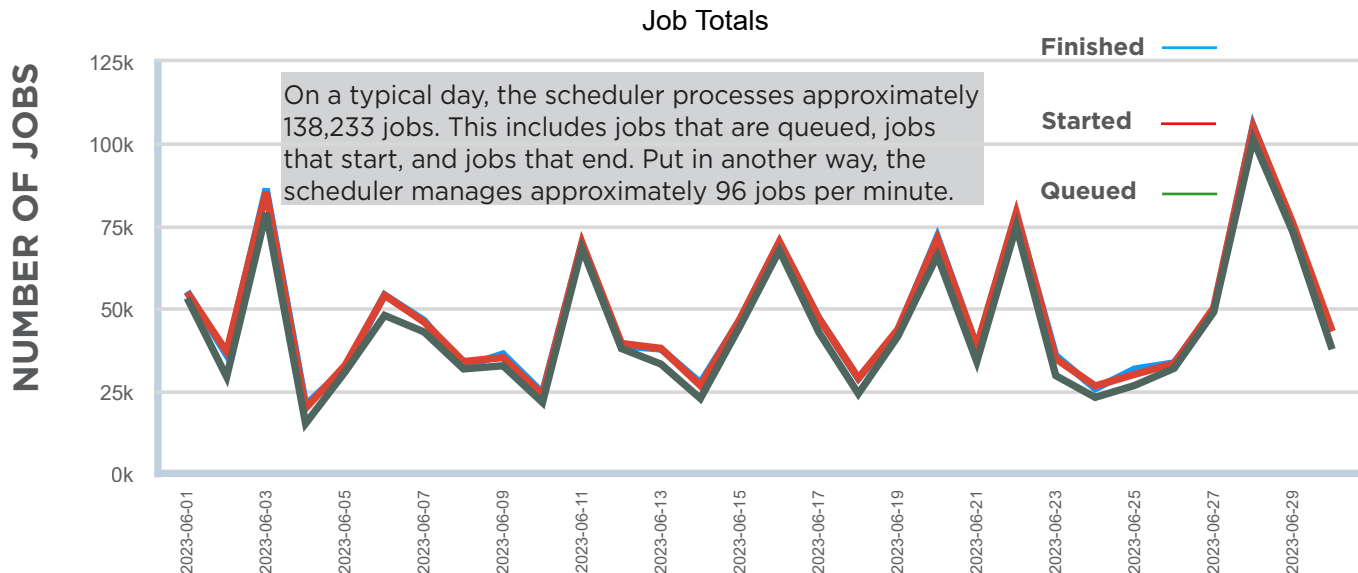
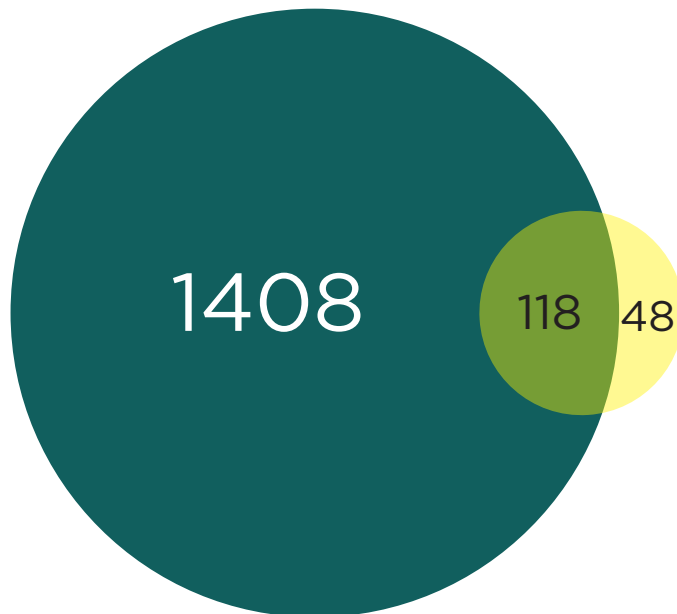
**988 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

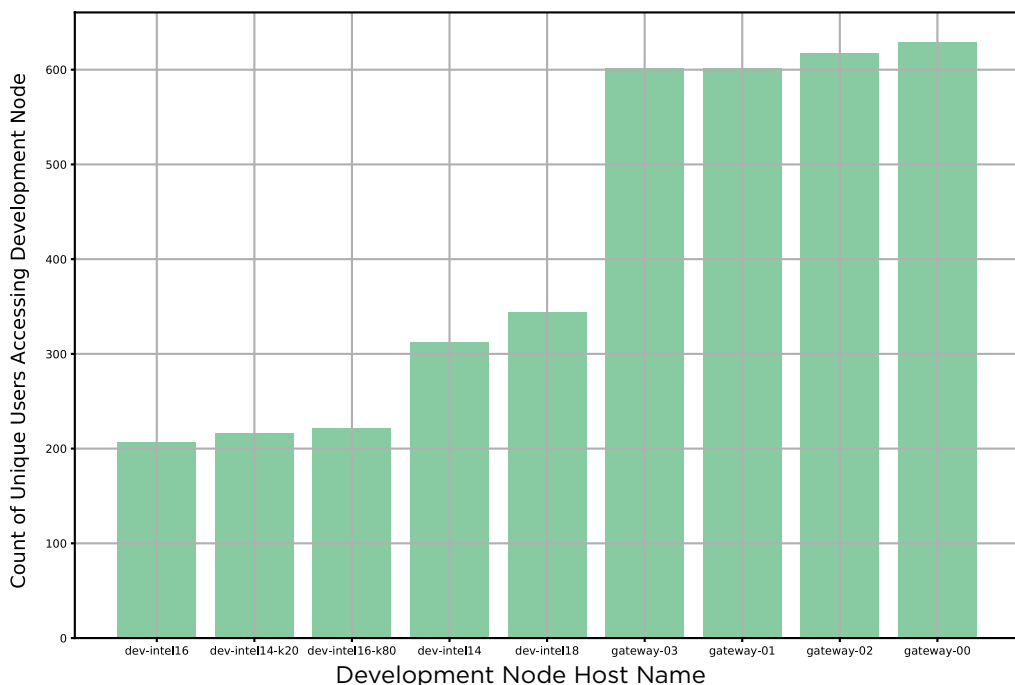
# 44

New User Accounts created  
in June

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



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

234

Tickets Created

314

Tickets Updated

238

Tickets Resolved

12

Open Tickets

TICKET MESSAGE SUMMARY



962

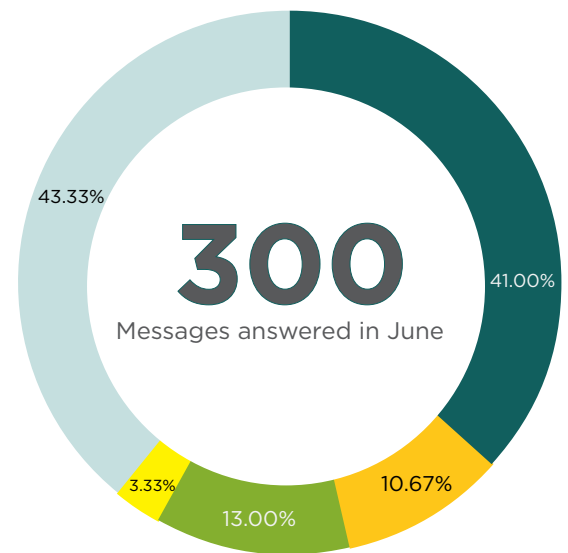
Total Users' Messages



304

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



INSTALL SOFTWARE ON THE HPCC WITH EASYBUILD

CRAIG GROSS  
ICER Research Consultant

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