iCER SERVICE REPORT

RESEARCHERS USED ICER SERVICES

976

Compute 82%

Support 20%
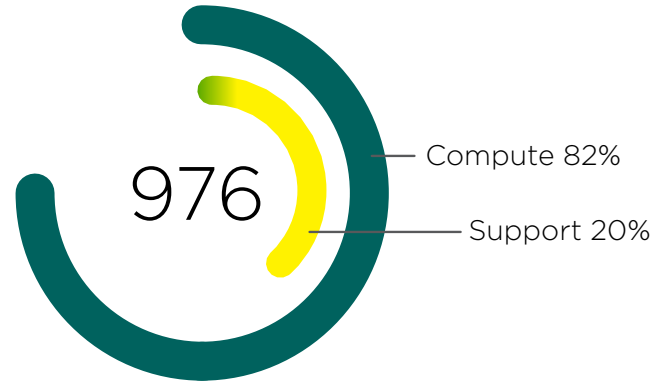
Developer/Login Nodes   **Batch Queue**   **Mapped Home Drive/Samba**

NUMBER OF USERS USING iCER COMPUTE SERVICES

214

24

78

31

14

278

161
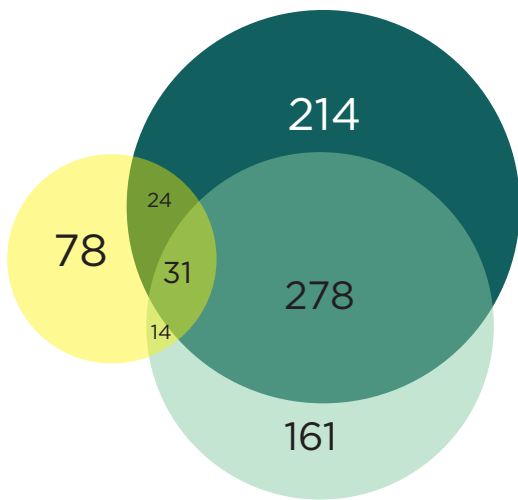
This figure shows a breakdown of users that use iCER compute services:
309 users (278+31) use the developer nodes to submit jobs to the queue.

238 interactive users (214+24) only use iCER developer nodes to do their work. This includes users:
> Only need access to software (ex. Matlab, mathematica)
> Still in software development process and have not submitted a job
> Find development nodes are sufficient for their research.

78 users only used the iCER file systems to store their files.

253 researchers (78+14+161) used iCER hardware outside of the batch queue.

NUMBER OF USERS USING ICER SUPPORT SERVICES
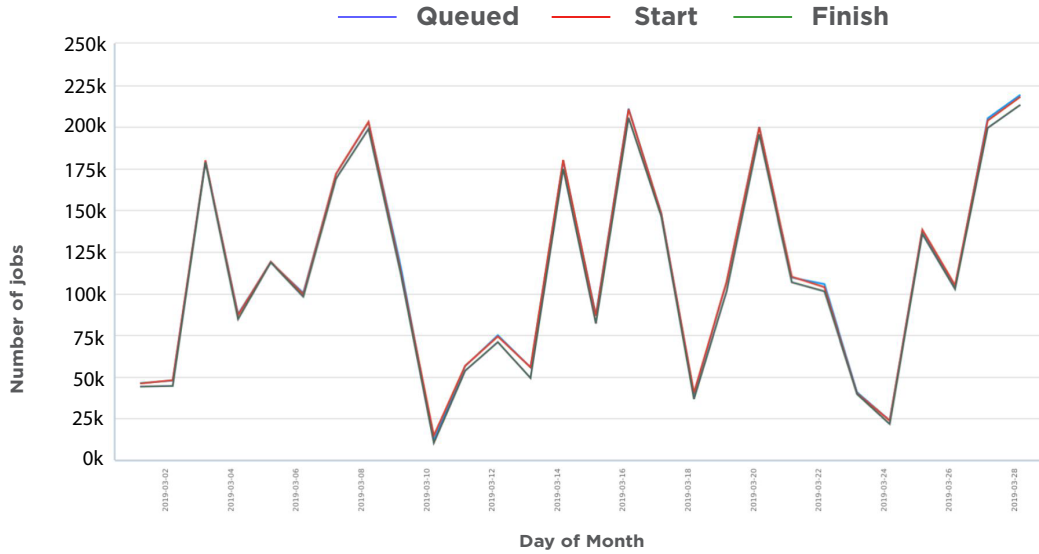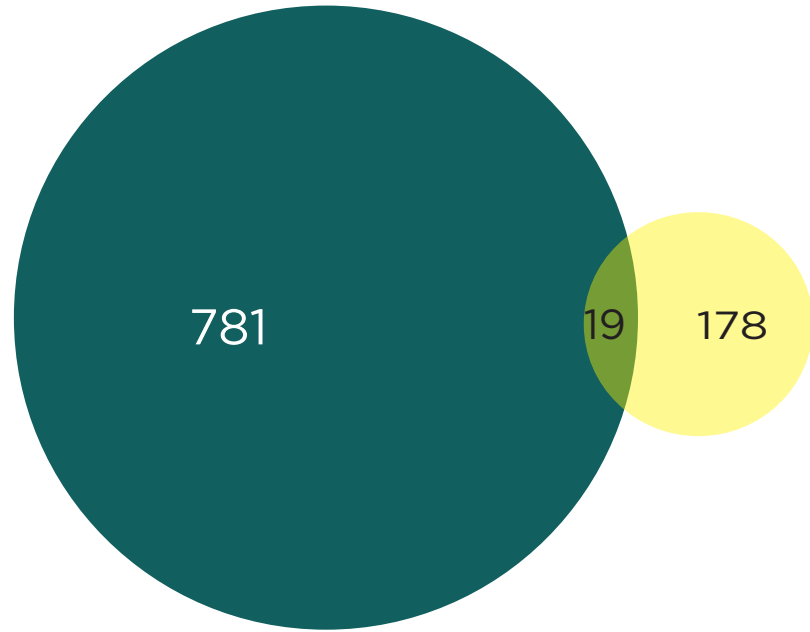
Tickets   **Workshops**   **Office Hour**

This figure shows a breakdown of users that use iCER support services. These support services include support tickets, iCER workshops and office hours.

11

13

173
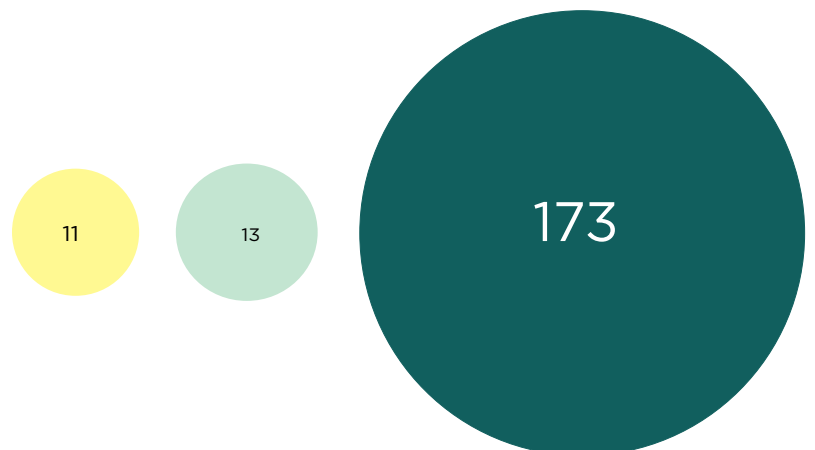
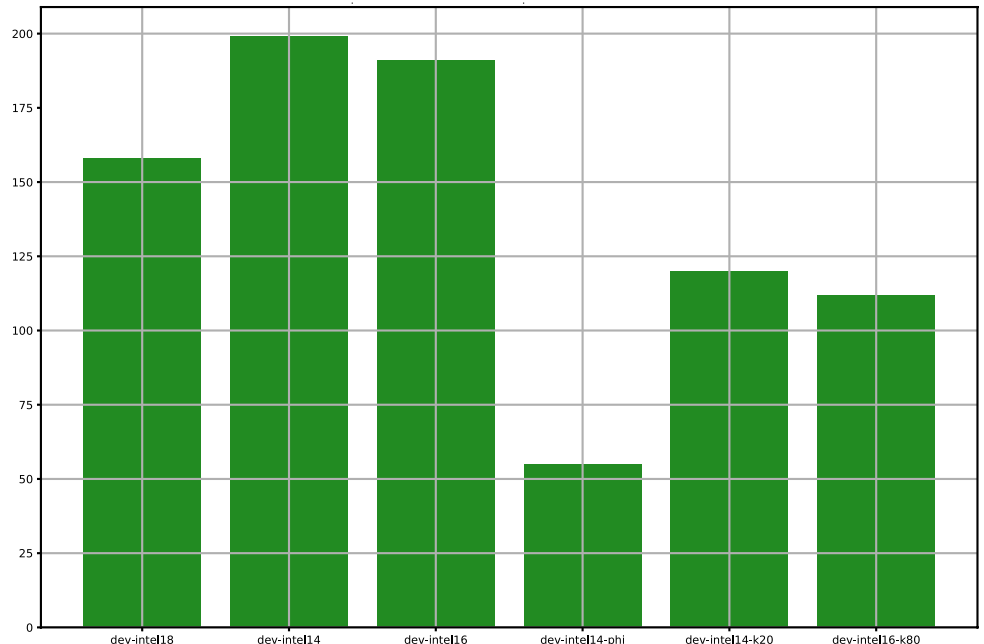## COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

781 | 19 | 178

■ Compute

■ Support

DAILY SCHEDULER ACTIVITY

Queued ——— Start ——— Finish

Number of jobs

250k
225k
200k
175k
150k
125k
100k
75k
50k
25k
0k

2019-03-02
2019-03-04
2019-03-06
2019-03-08
2019-03-10
2019-03-12
2019-03-14
2019-03-16
2019-03-18
2019-03-20
2019-03-22
2019-03-24
2019-03-26
2019-03-28

Day of Month

On a typical day, the scheduler processes approximately 315,428 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 219 jobs per minute.
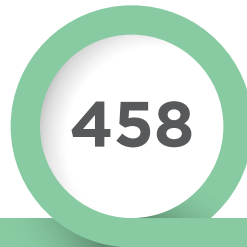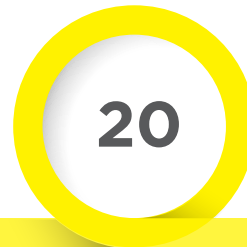
NUMBER OF UNIQUE USERS ACCESSING DEV NODES

200

175

150

125

100

75

50

25

0

dev-intel18
dev-intel14
dev-intel16
dev-intel14-phi
dev-intel14-k20
dev-intel16-k80

TICKET ACTIVITY SUMMARY

1846
Tickets Created

2132
Tickets Updated

458
Tickets Resolved

20
Open Tickets

TICKET MESSAGE SUMMARY

2399
Total Users' Messages

921
Total iCER's Messages

MARCH TICKET HIGHLIGHTS

XIAOGE WANG
Research Consultant
UPCOMING HPCC FILE STORAGE MIGRATION

1846
Messages answered in March

- 67.79%
- 8.44%
- 2.91%
- 14.11%
- 6.75%
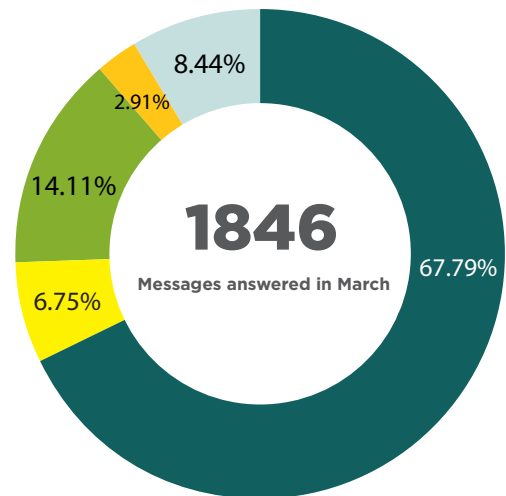
- ■ Messages answered within 5 hours
- ■ Messages answered within 5 - 12 hours
- ■ Messages answered within 12 hours - 24 hours
- ■ Messages answered within 24 hours - 2 day
- ■ Messages answered in more than 2 days

38
New User Accounts created
in MARCH

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