ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1154

Compute 97%

Support 12%
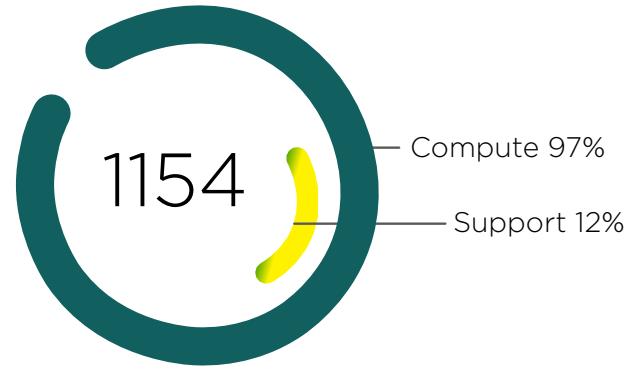
Developer/Login Nodes   Batch Queue/Cluster

68   470   583
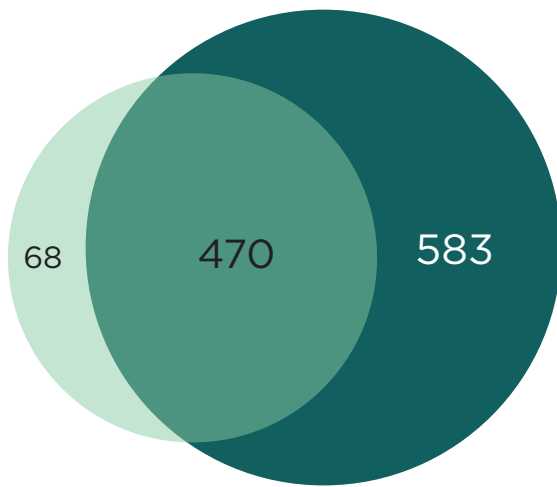
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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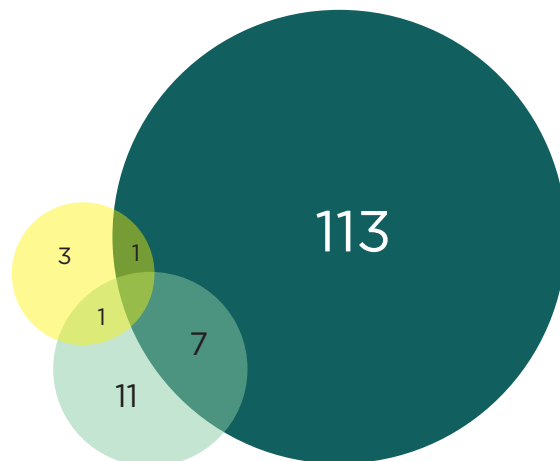**470 users accessed the developer nodes to submit jobs to the queue.**

583 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
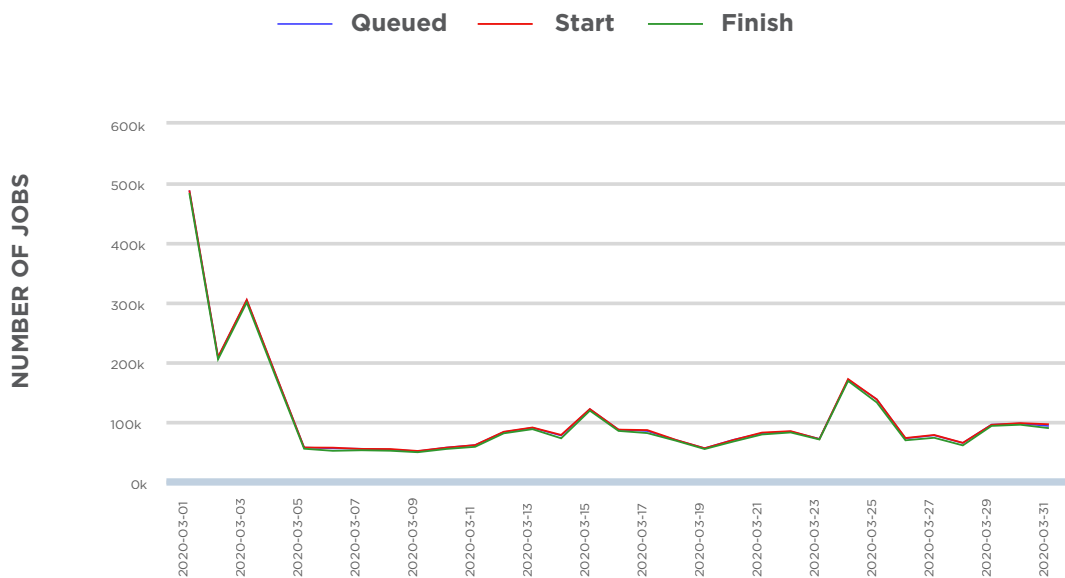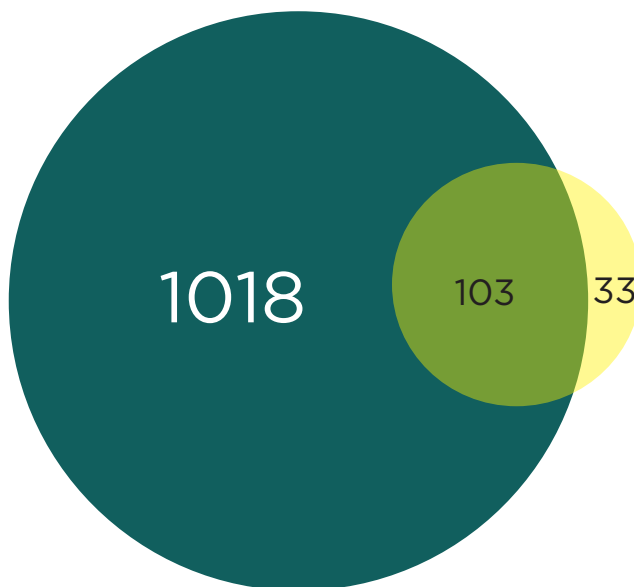> Find development nodes sufficient for their research.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.
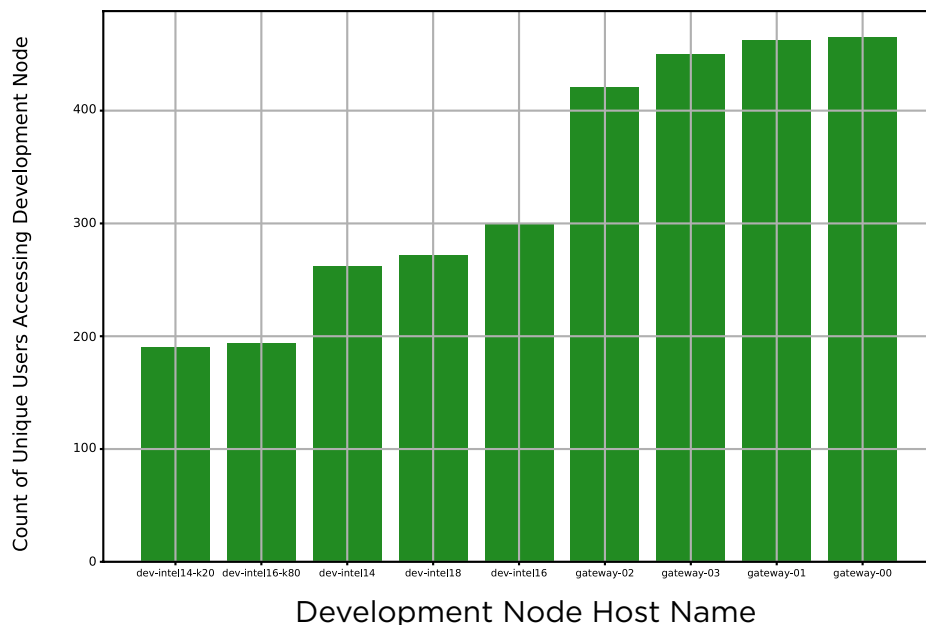
Tickets   Workshops   Office Hours

3   1   113

1   7

11

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1018   103   33

Compute

Support

—— **Queued**   —— **Start**   —— **Finish**

NUMBER OF JOBS

600k

500k

400k

300k

200k

100k

0k

2020-03-01
2020-03-03
2020-03-05
2020-03-07
2020-03-09
2020-03-11
2020-03-13
2020-03-15
2020-03-17
2020-03-19
2020-03-21
2020-03-23
2020-03-25
2020-03-27
2020-03-29
2020-03-31

On a typical day, the scheduler processes approximately 321,759 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 223 jobs per minute.
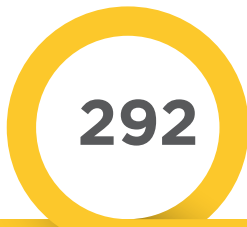
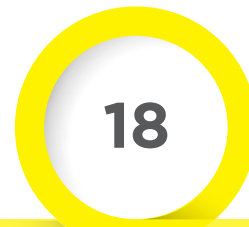## COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

400

300

200

100

0

dev-intel14-k20
dev-intel16-k80
dev-intel14
dev-intel18
dev-intel16
gateway-02
gateway-03
gateway-01
gateway-00

Development Node Host Name

TICKET ACTIVITY SUMMARY

196
Tickets **Created**

292
Tickets **Updated**

192
Tickets **Resolved**

18
Open Tickets

TICKET MESSAGE SUMMARY

460
Total Users' Messages

499
Total ICER's Messages

TICKET RESOLUTION STATISTIC

377
Messages answered in March

- 10.88%
- 3.98%
- 16.18%
- 9.28%
- 59.68%

- ■ 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
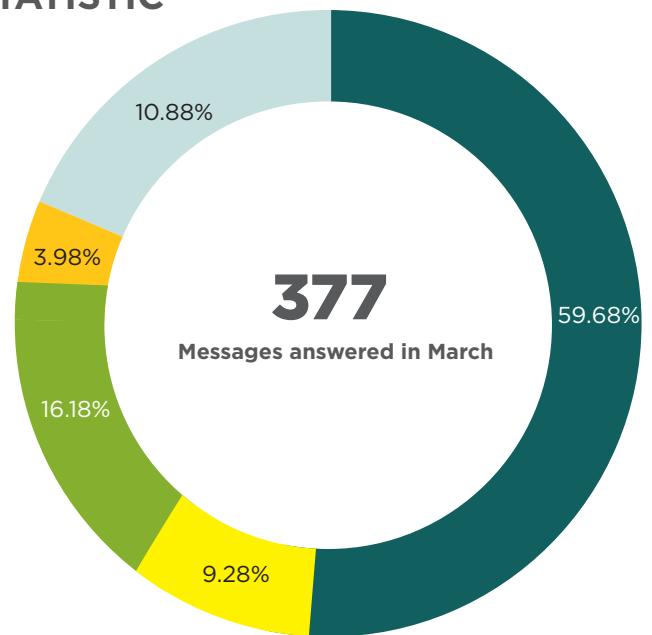
APRIL TICKET HIGHLIGHTS

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TIPS FOR HPCC DEV-NODE USAGE

160
New User Accounts created
in March

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