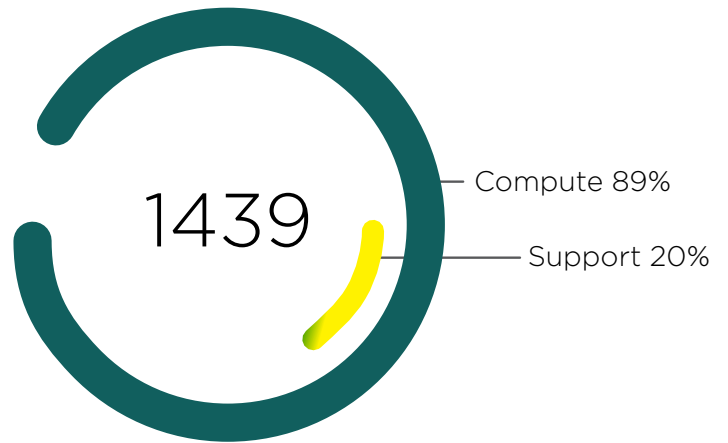


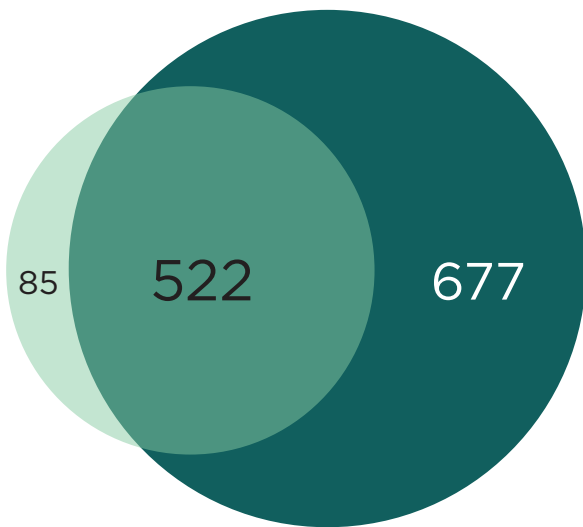
ICER SERVICE REPORT

MAR 2021

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



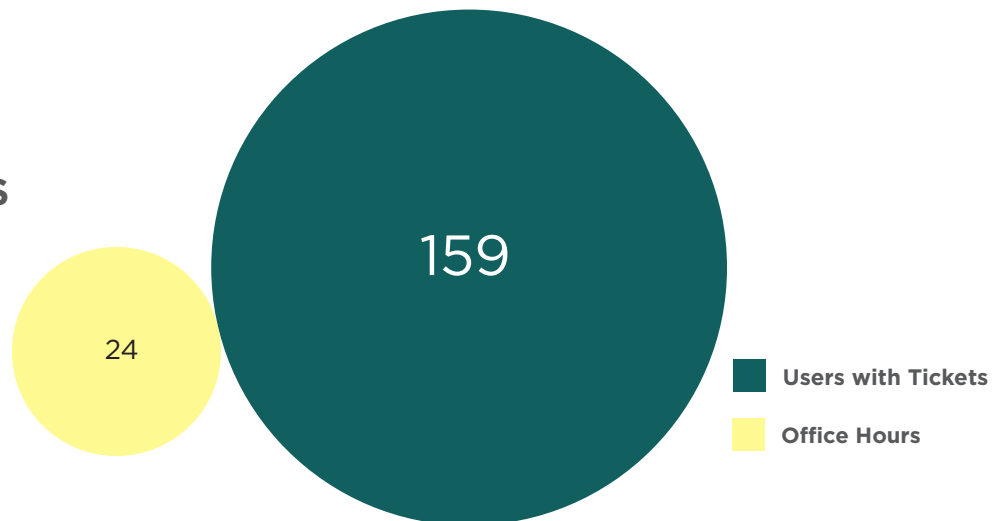
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

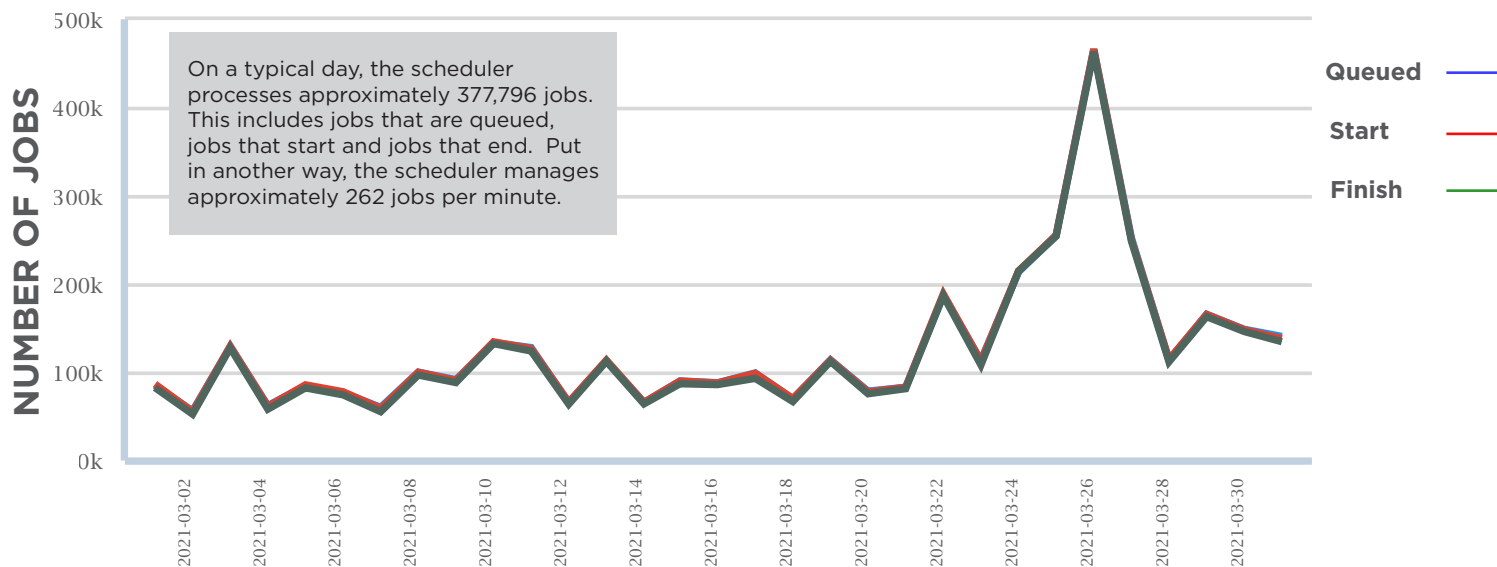
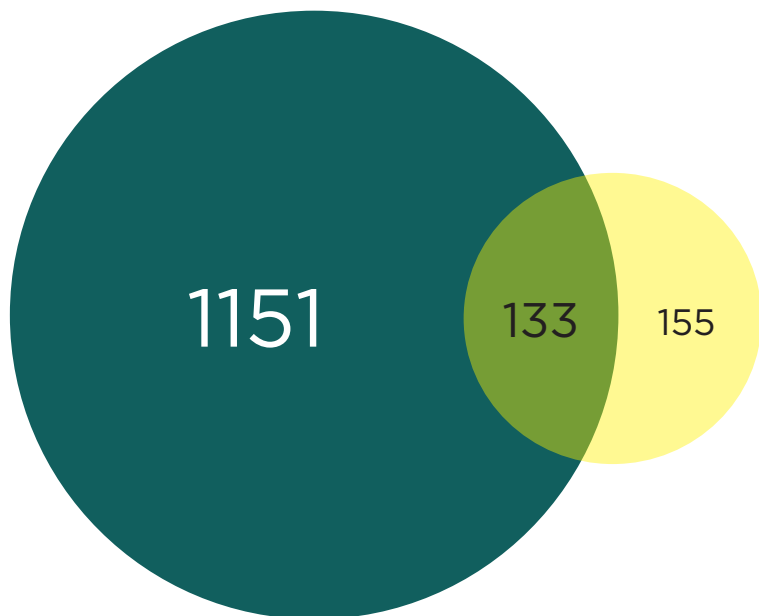
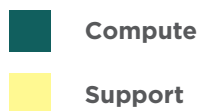
677 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

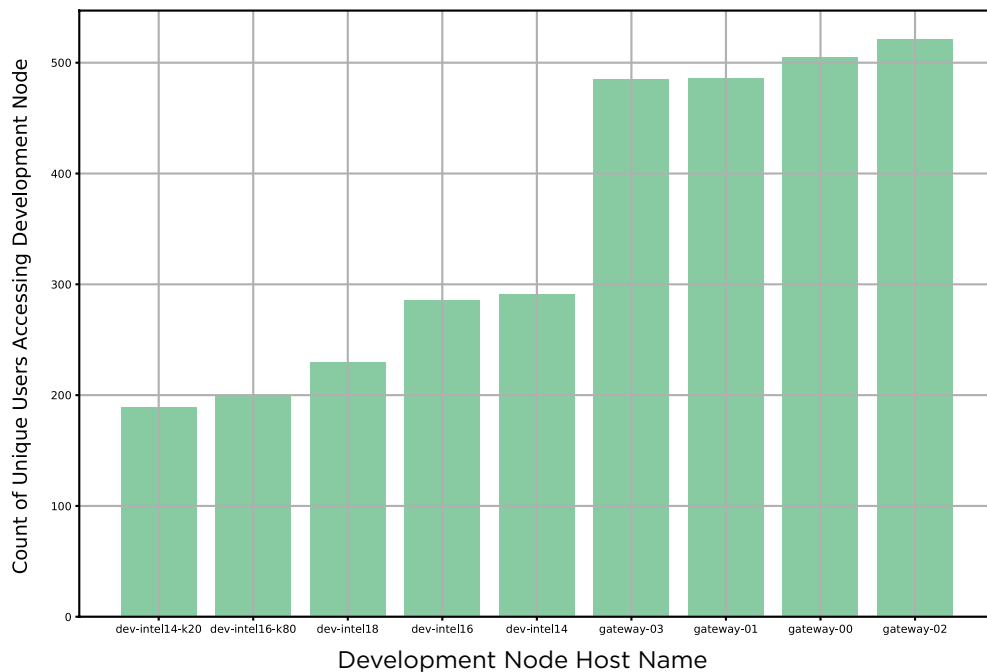
NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES



COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

289

Tickets Created

400

Tickets Updated

291

Tickets Resolved

8

Open Tickets

TICKET MESSAGE SUMMARY



685

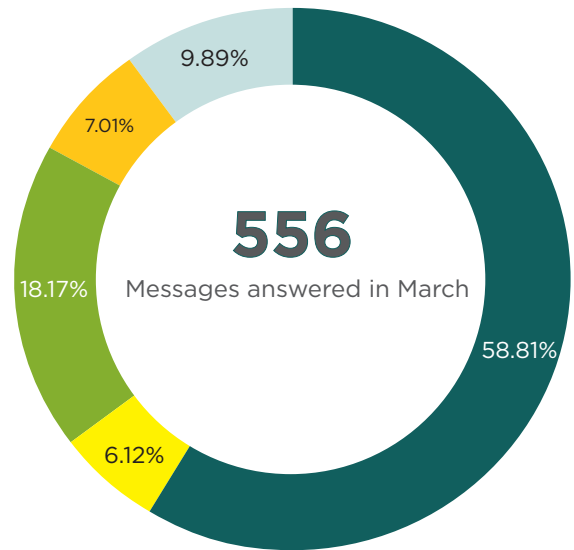
Total Users' Messages



722

Total ICER's Messages

TICKET RESOLUTION STATISTIC



APRIL TICKET HIGHLIGHTS



NANYE LONG

Research Consultant

SLURM JOB FAILURE DUE TO THE "OOM" ERROR

- 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

37

New User Accounts created in MARCH

Report Contributors: Chun-Min Chang, Michelle David, Laura Harris, Jim Leikert