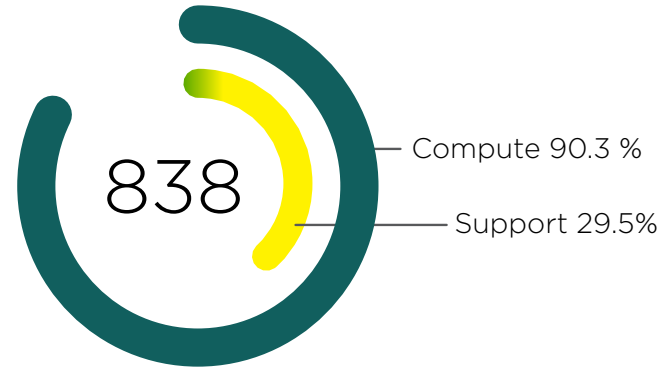


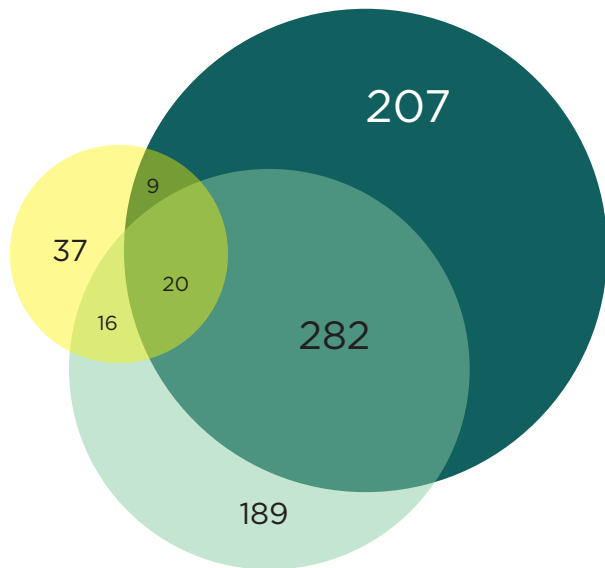
# iCER SERVICE REPORT

May 2019

## NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes    Batch Queue    Mapped Home Drive/Samba



## NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

**302 users (282+20) accessed the developer nodes to submit jobs to the queue.**

**216 interactive users (207+9) 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.

**37 users accessed the iCER file systems to only store their files.**

**253 researchers (207+9+37) used iCER hardware outside of the batch queue.**

## 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.

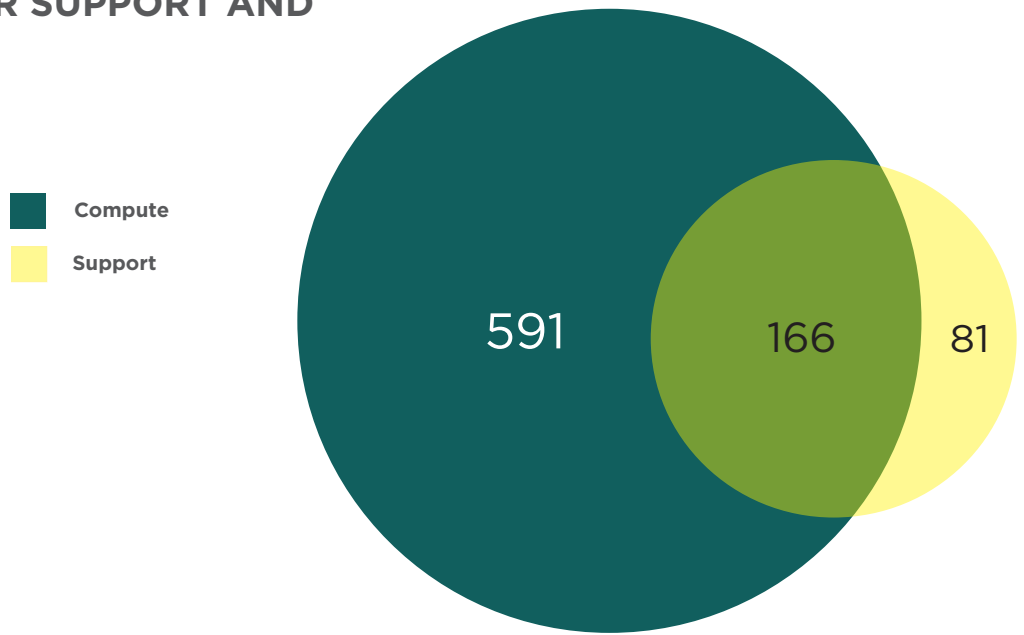
### iCER Workshops in the month of May!

- Introduction to Linux
- Introduction to HPCC

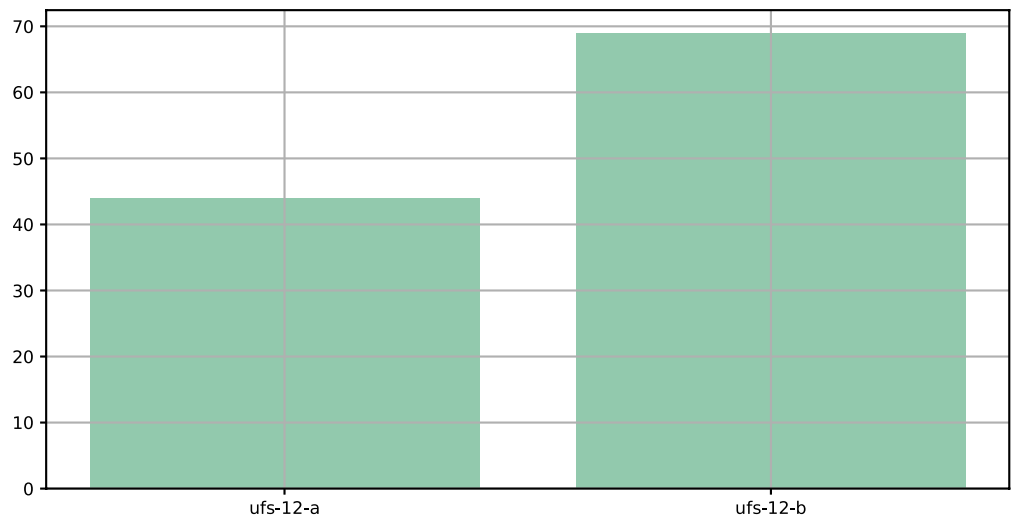
Tickets    Workshops    Office Hour



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



### NUMBER OF MAPPED HOME DIRECTORIES PER SERVER



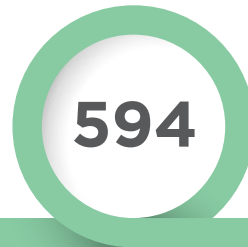
TICKET ACTIVITY SUMMARY



Tickets **Created**



Tickets **Updated**



Tickets **Resolved**



**Open Tickets**

TICKET MESSAGE SUMMARY

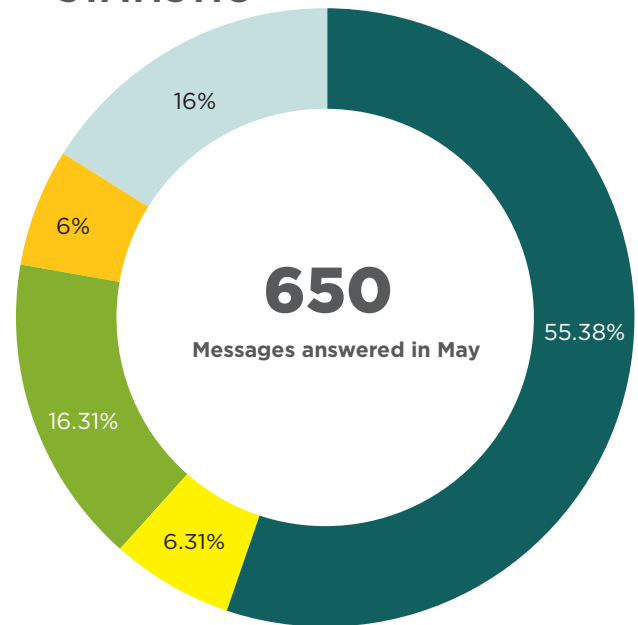


**2386**  
Total Users' Messages



**1112**  
Total iCER's Messages

TICKET RESOLUTION STATISTIC



- 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

MARCH TICKET HIGHLIGHTS



**NANYE LONG**  
Research Consultant  
[HPCC ANNOUNCEMENTS RSS FEED](#)

**68**

New User Accounts created  
in May

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