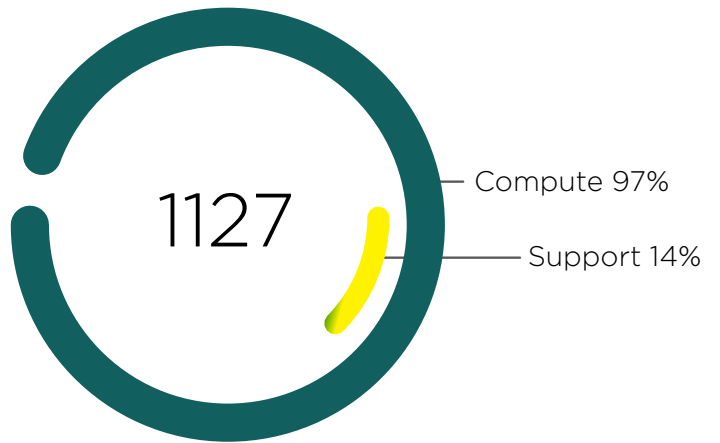


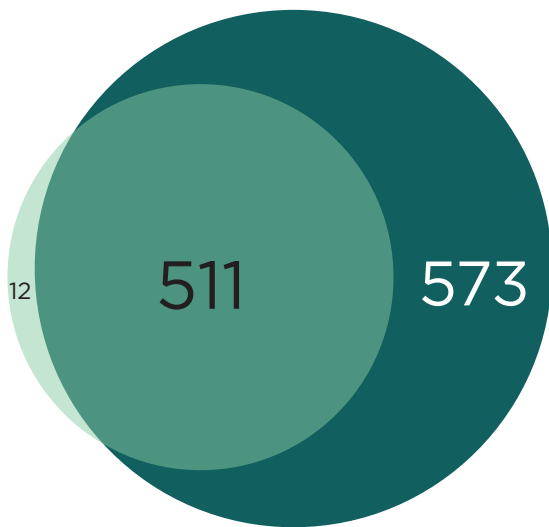
# ICER SERVICE REPORT

MAY 2020

## NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes      Batch Queue/Cluster



## NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

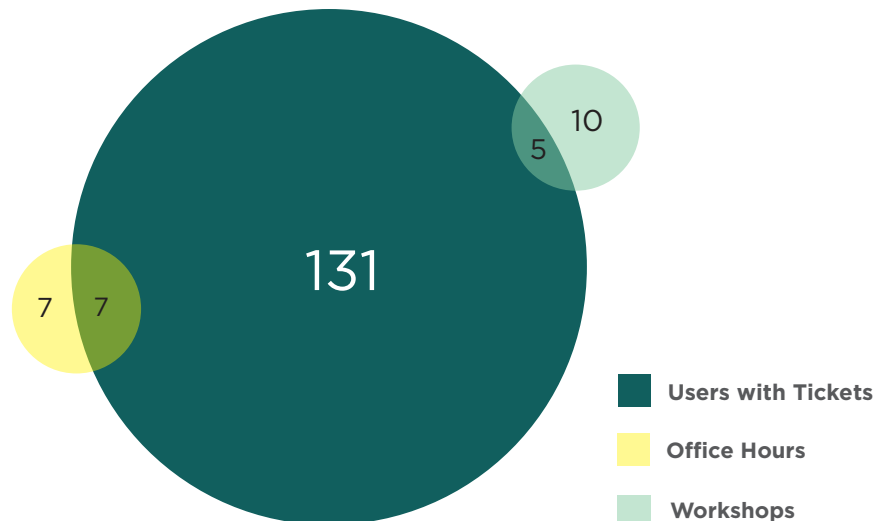
This figure shows a breakdown of users who accessed ICER compute services:

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

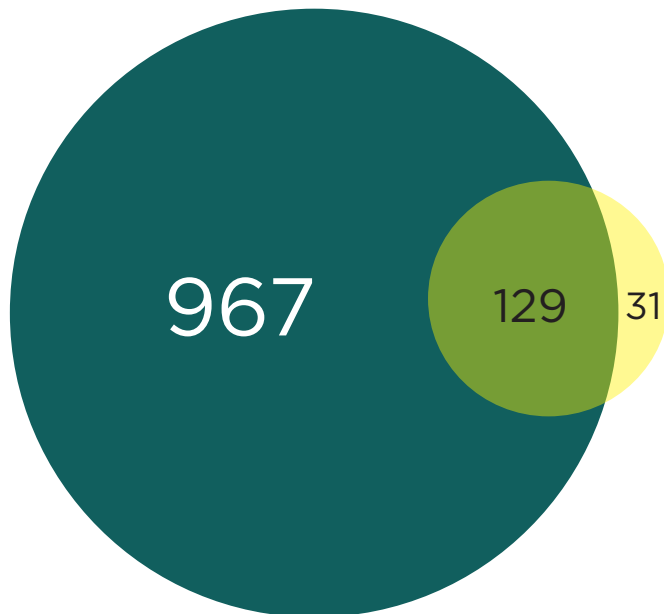
**573 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

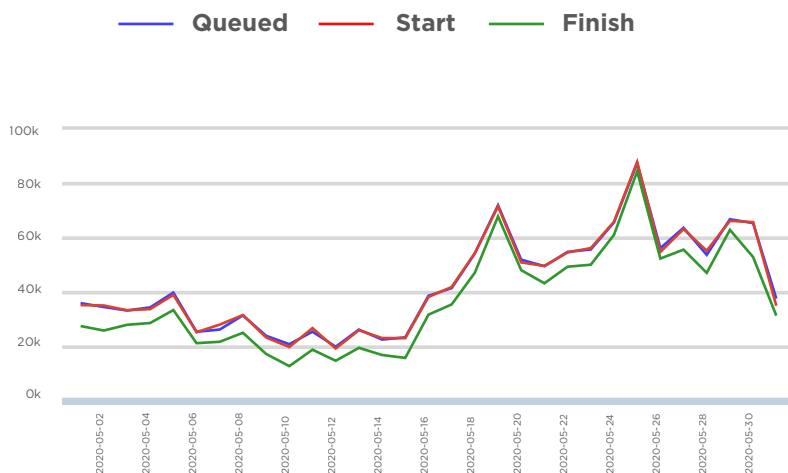
## NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES



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

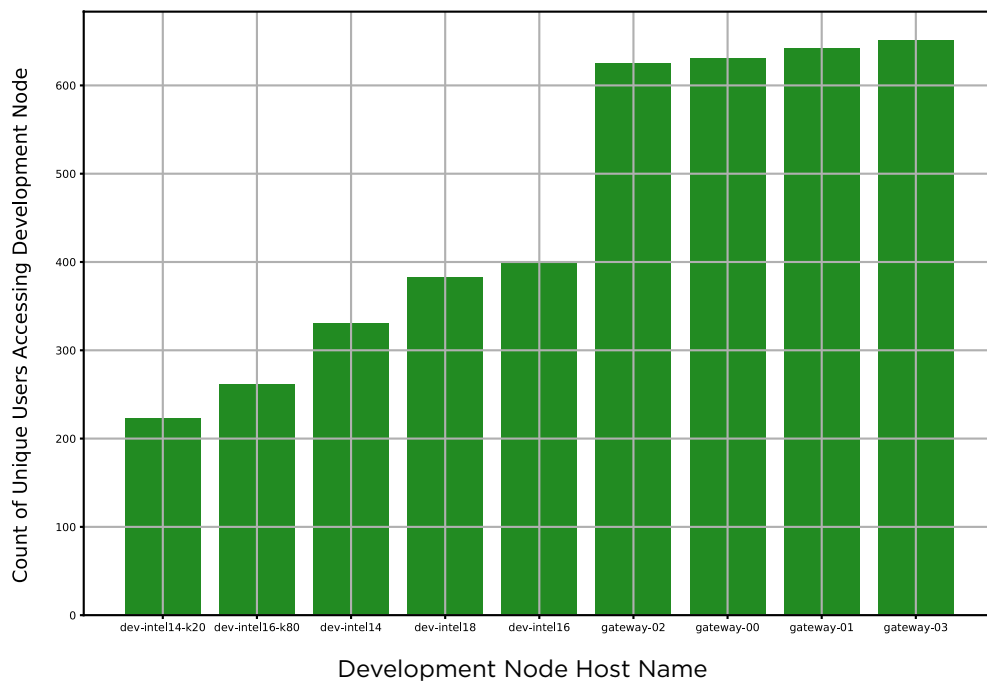


NUMBER OF JOBS



On a typical day, the scheduler processes approximately 127,236 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 88 jobs per minute.

### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

248

Tickets Created

475

Tickets Updated

353

Tickets Resolved

22

Open Tickets

TICKET MESSAGE SUMMARY



657

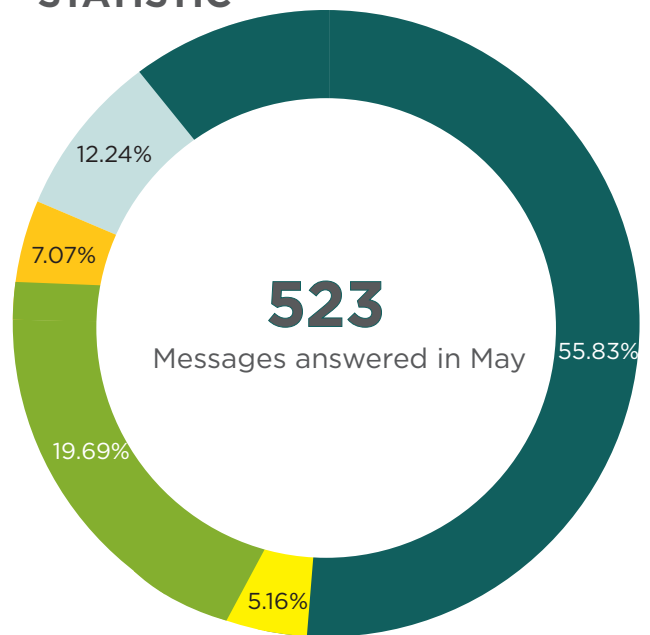
Total Users' Messages



692

Total ICER's Messages

TICKET RESOLUTION STATISTIC



MAY TICKET HIGHLIGHTS



CHUN-MIN CHANG

Research Consultant

INTRODUCTION TO HPCC TRAINING SITE

- 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

47

New User Accounts created in May

**Report Contributors:**

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