ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1325

Compute 92%

Support 15%
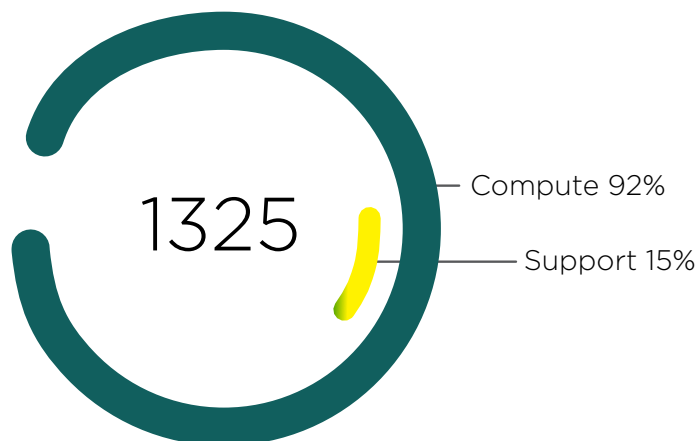
Batch Queue/Cluster   Developer/Login Nodes
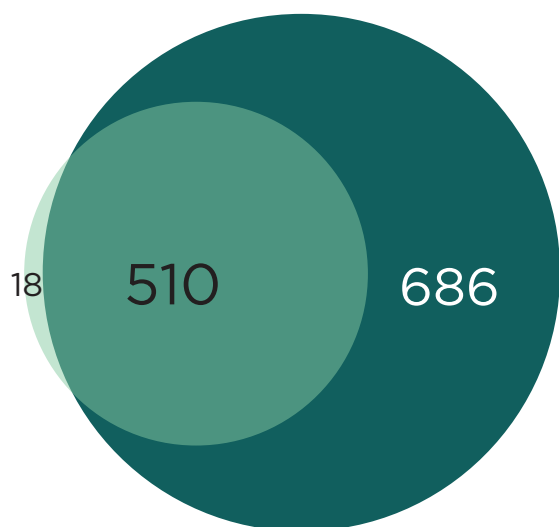
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

18   510   686

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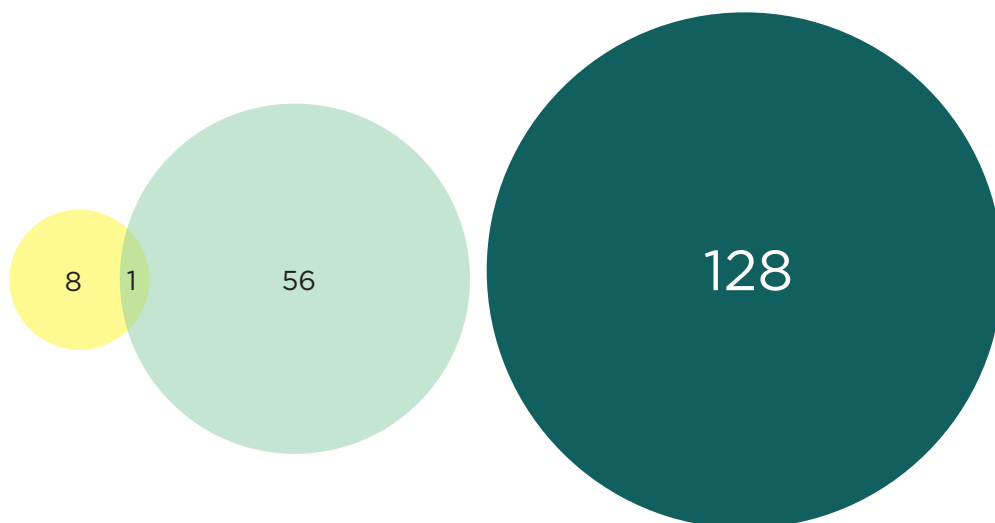**510 users accessed the developer nodes to submit jobs to the queue.**

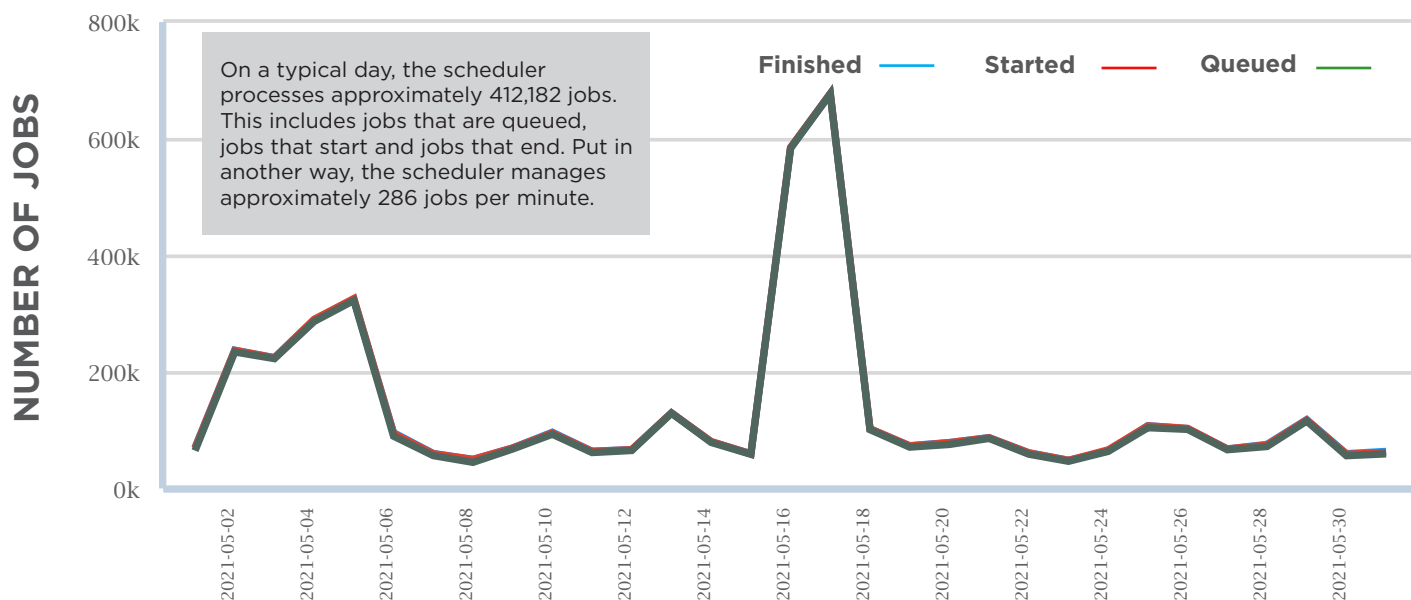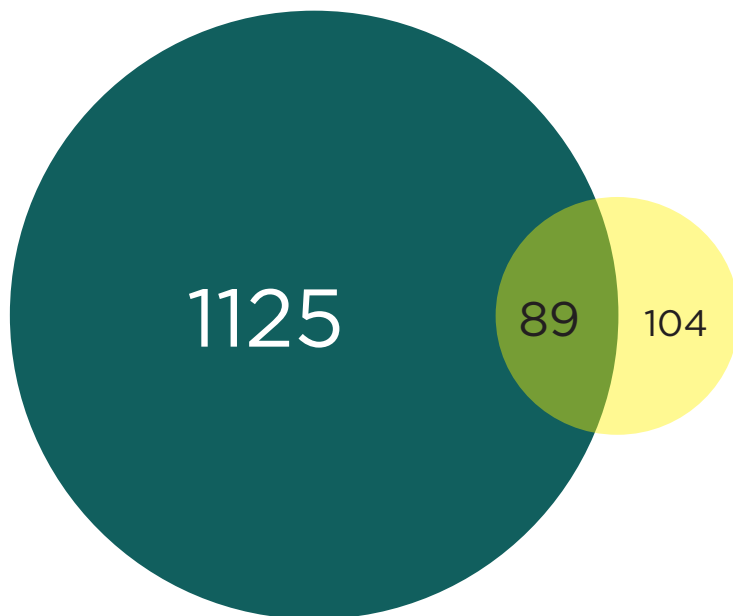**686 interactive users utilized only ICER developer nodes to do their work.** This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Are still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.
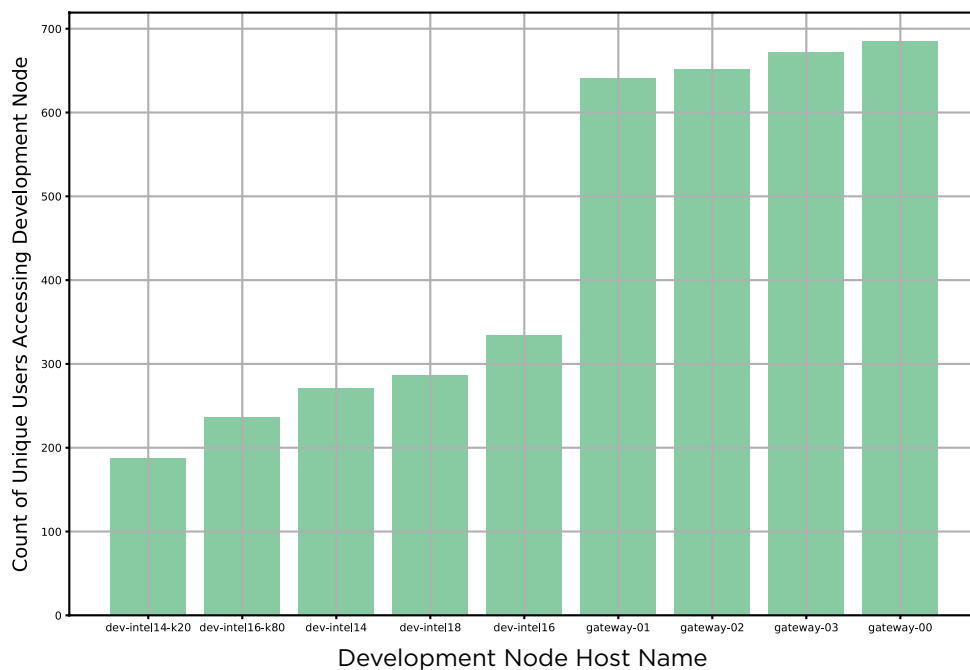

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

Users with Tickets

Office Hours

Workshops

8   1   56   128

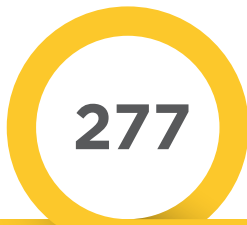## COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1125   89   104

■ Compute

■ Support

NUMBER OF JOBS

800k

On a typical day, the scheduler processes approximately 412,182 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 286 jobs per minute.

600k

400k

200k

0k

Finished ——   Started ——   Queued ——

2021-05-02
2021-05-04
2021-05-06
2021-05-08
2021-05-10
2021-05-12
2021-05-14
2021-05-16
2021-05-18
2021-05-20
2021-05-22
2021-05-24
2021-05-26
2021-05-28
2021-05-30

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

700

600

500

400

300

200

100

0

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

Development Node Host Name

TICKET ACTIVITY SUMMARY

185

277

209

8

Tickets **Created**

Tickets **Updated**

Tickets Resolved
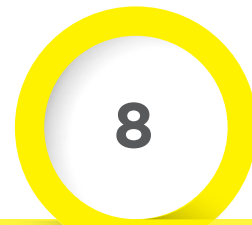
Open Tickets

TICKET MESSAGE SUMMARY

414
Total Users' Messages

465
Total ICER's Messages

JUNE TOPIC OF THE MONTH

XIAOGE WANG
Research Consultant
USING RCLONE TO MANAGE FILES ON CLOUD STORAGE

TICKET RESOLUTION DATA

349
Messages answered in May

11.46%

8.60%

53.01%

17.77%

9.17%
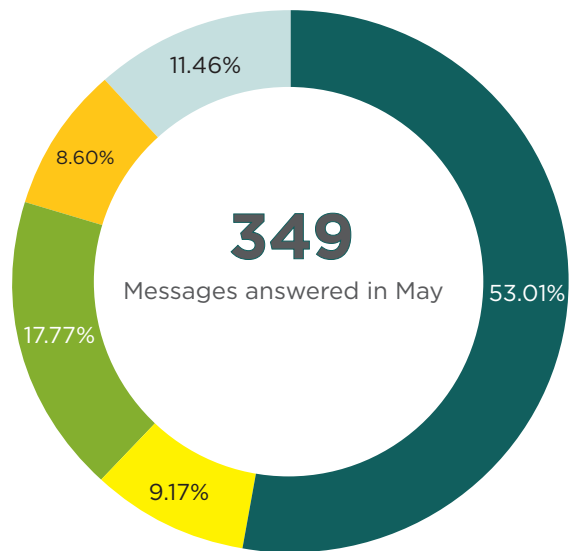
■ Messages answered within 5 hours

■ 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

71

New User Accounts created
in MAY

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