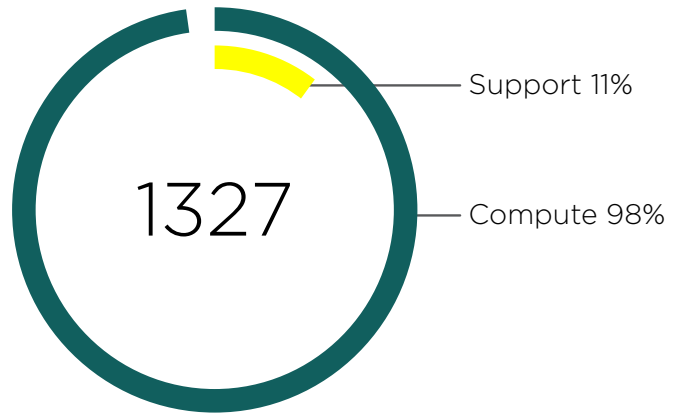


ICER SERVICE REPORT

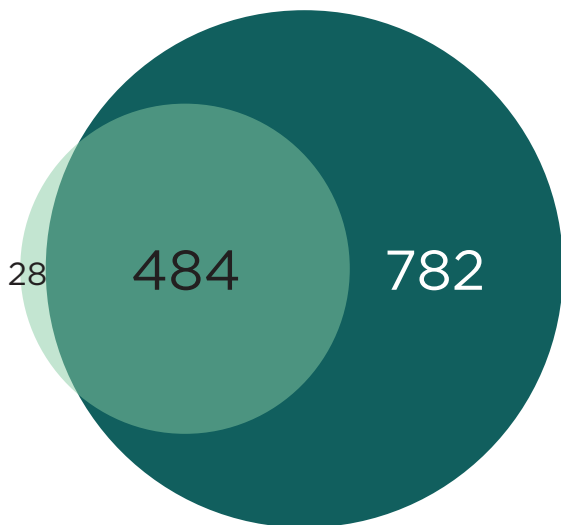
MAY 2022

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



■ Batch Queue/Cluster ■ Developer/Login Nodes

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES



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

484 users accessed the developer nodes to submit jobs to the queue.

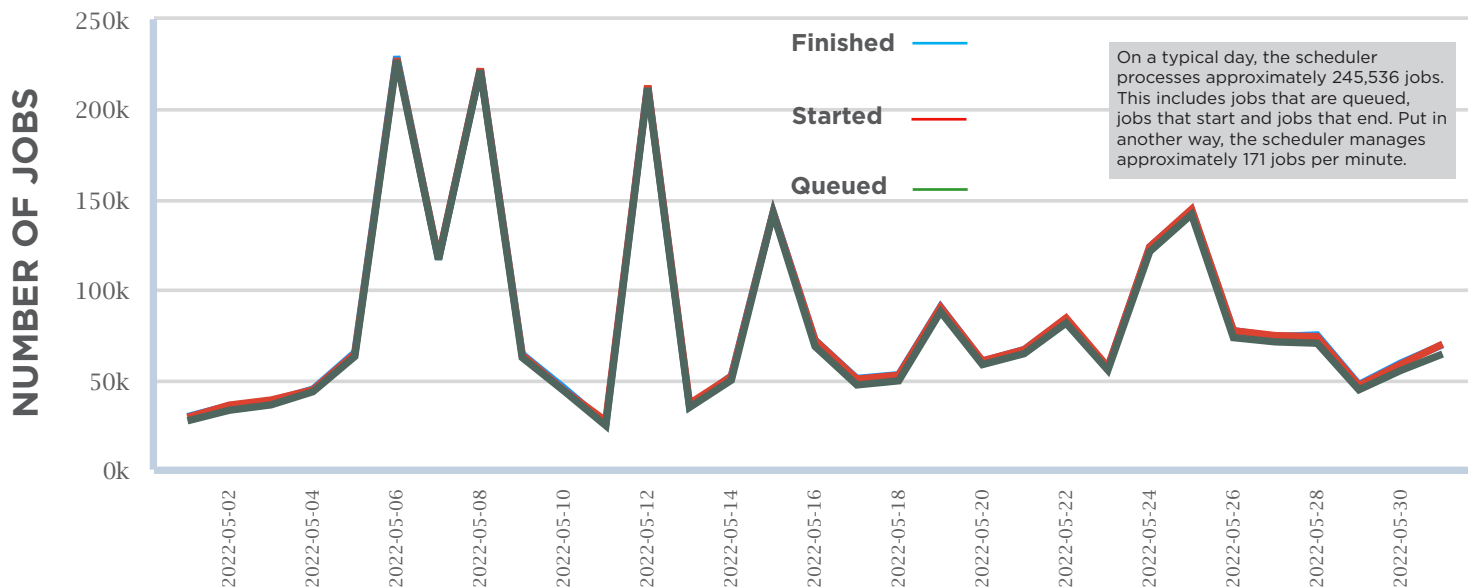
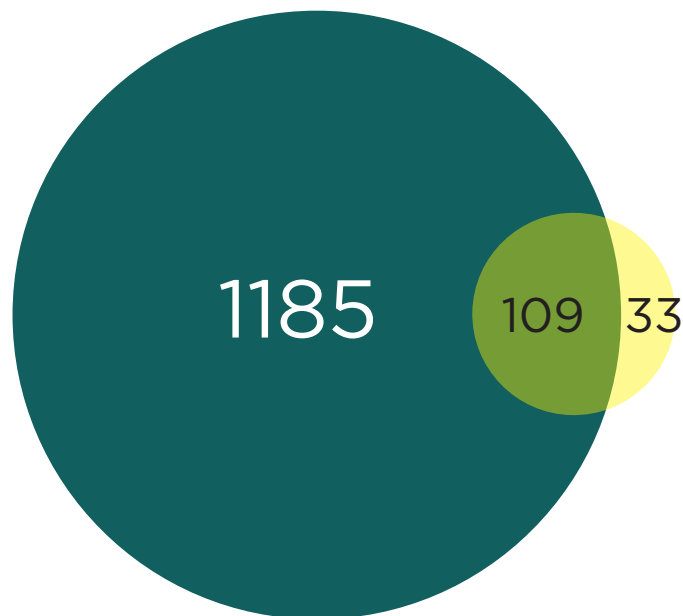
782 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

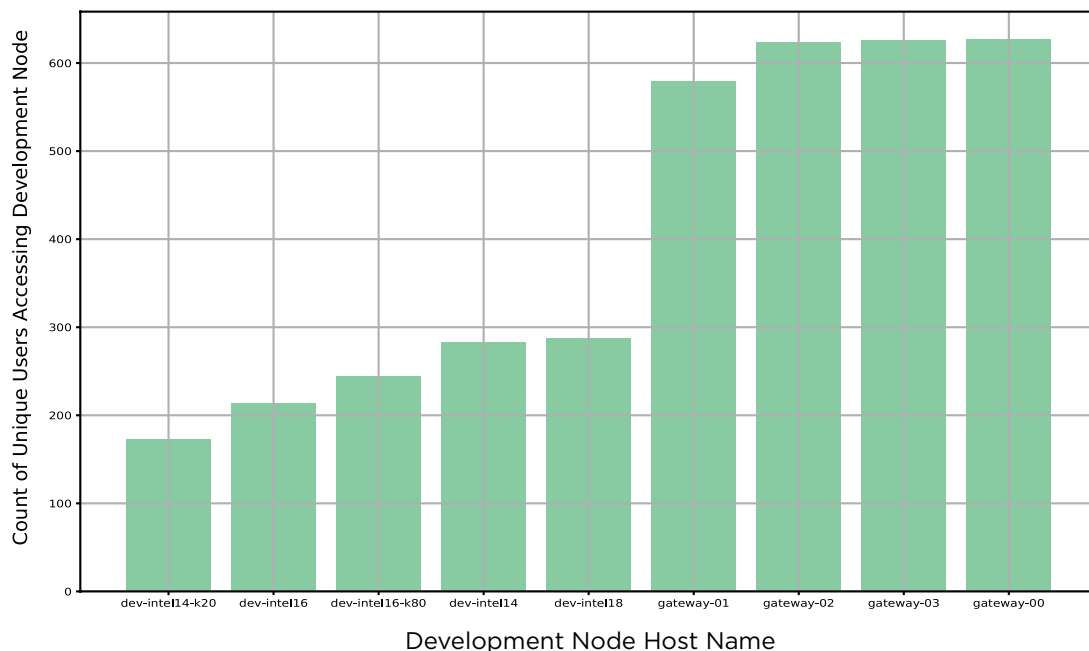
62

New User Accounts created
in MAY

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



507

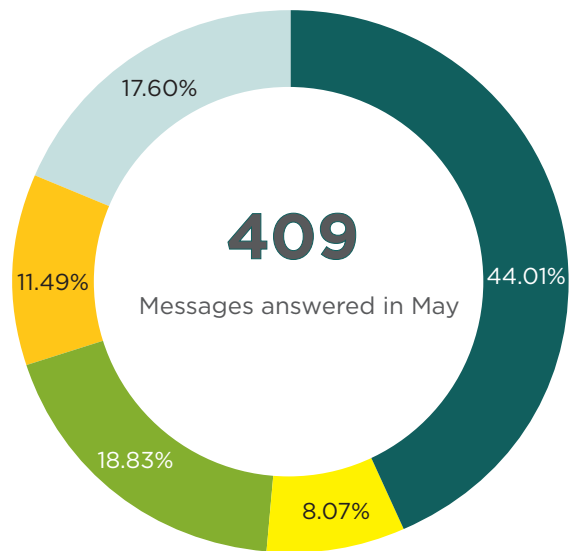
Total Users' Messages



488

Total ICER's Messages

TICKET RESOLUTION DATA



- 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

JUNE TOPIC OF THE MONTH



NICHOLAS RAHME
HPC Administrator

**NEW SCRATCH SYSTEM GS21
AND RETIREMENT OF
LS15 AND GS18**

Report Contributors:
Michelle David
Jim Leikert
Jacob Nelson