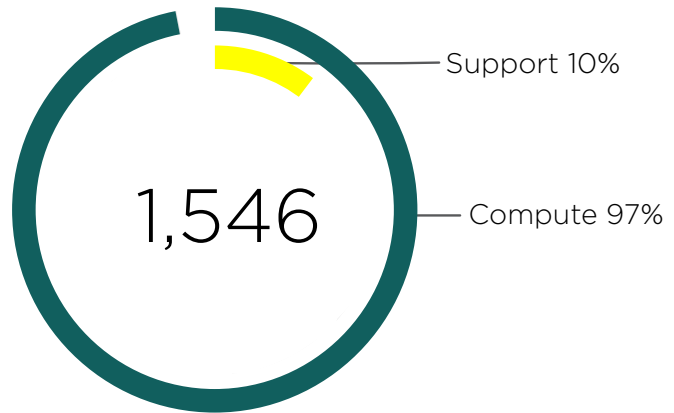


# ICER SERVICE REPORT

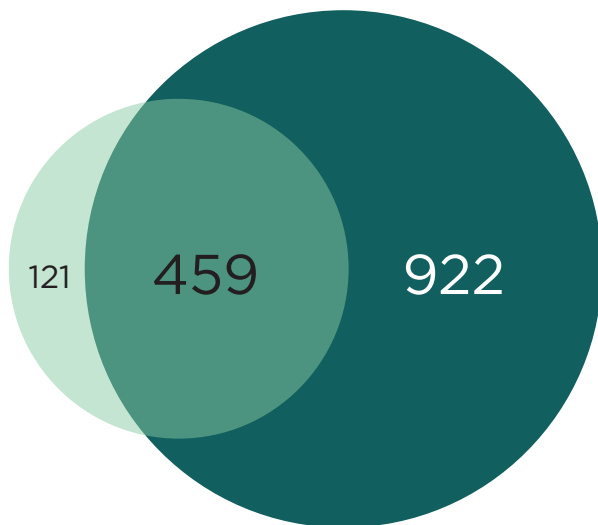
May 2023

## 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:

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

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

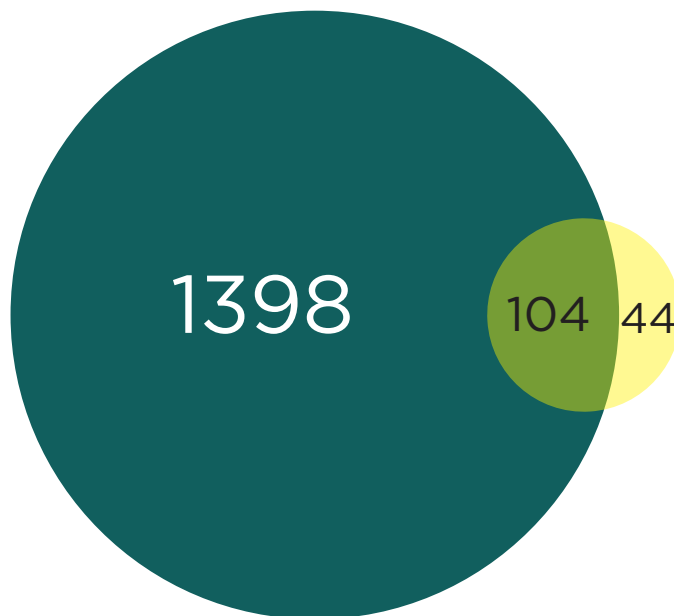
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

# 79

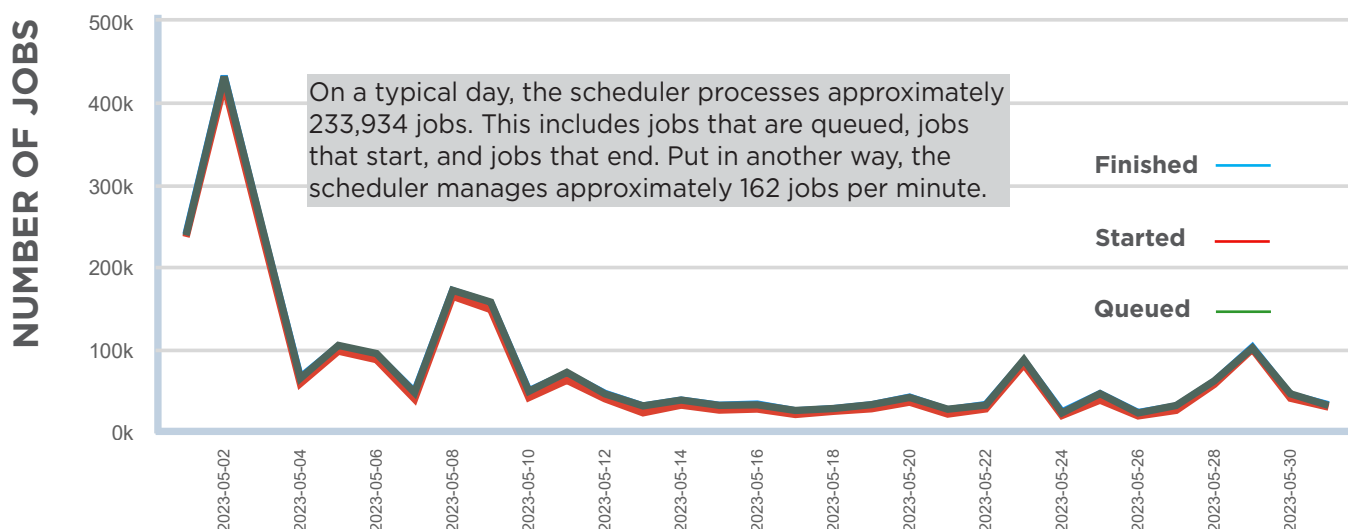
New User Accounts created  
in May

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

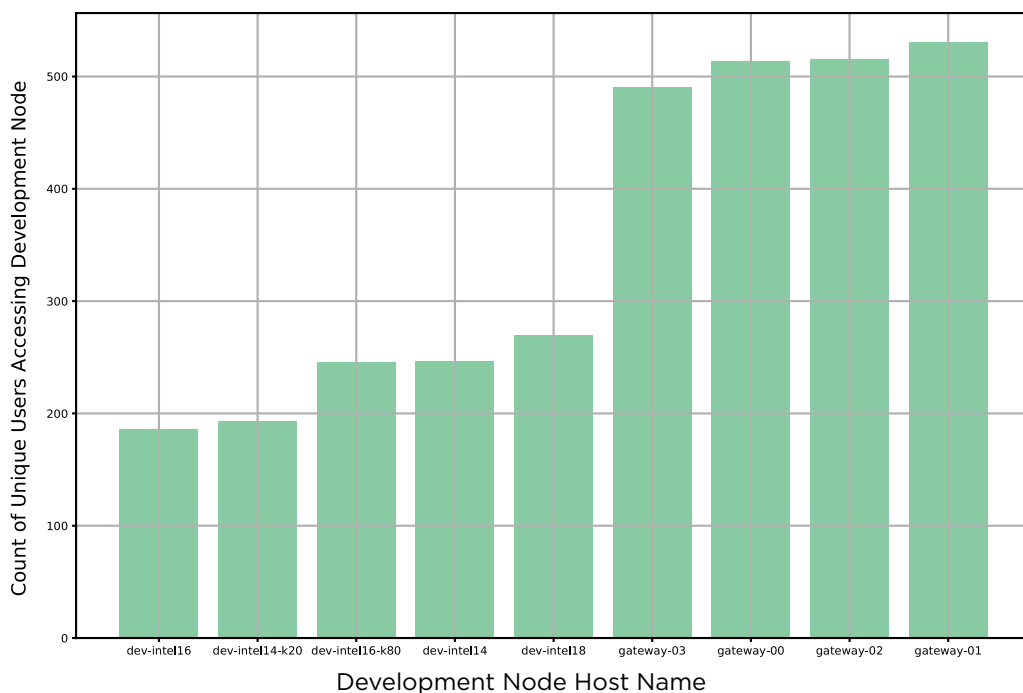
- Compute
- Support



Job Totals



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

229

Tickets Created

301

Tickets Updated

240

Tickets Resolved

0

Open Tickets

TICKET MESSAGE SUMMARY



888

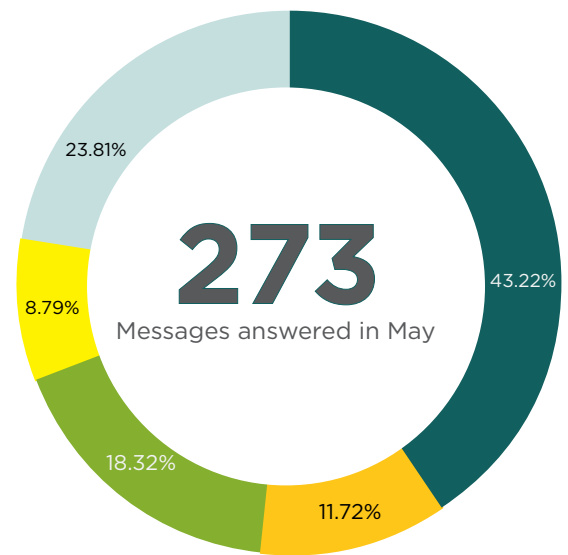
Total Users' Messages



292

Total ICER's Messages

TICKET RESOLUTION DATA



273

Messages answered in May

JUNE TOPIC OF THE MONTH



ICER RESEARCH CONSULTANTS TEACH CMSE 890 COURSES

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