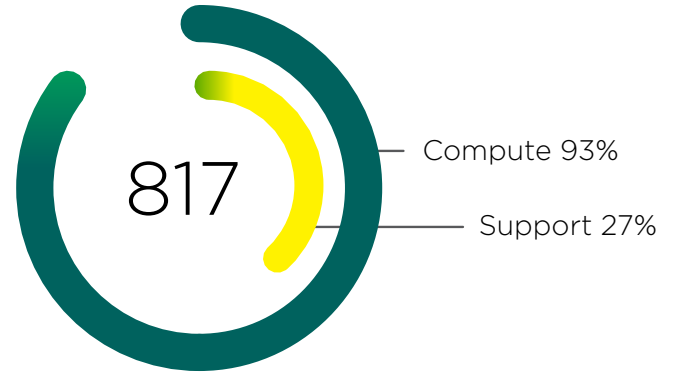


iCER SERVICE REPORT

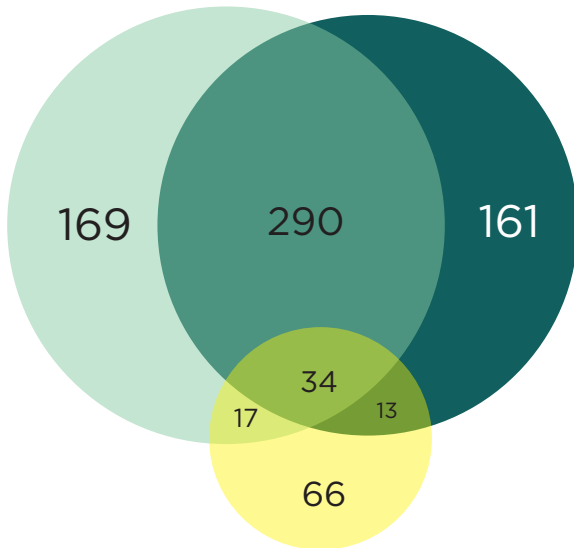
NOV 2017

RESEARCHERS USED ICER SERVICES



■ Developer/Login Nodes
 ■ Batch Queue
 ■ Mapped Home Drive/Samba

NUMBER OF USERS USING ICER COMPUTE SERVICES IN NOVEMBER



This figure shows a breakdown of users that use iCER compute services:

324 users (290+34) use the developer nodes to submit jobs to the queue.

174 interactive users (161+13) only use iCER developer nodes to do their work. This includes users:

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

66 users only used the iCER file systems to store their files.

240 researchers (161+13+66) used iCER hardware outside of the batch queue.

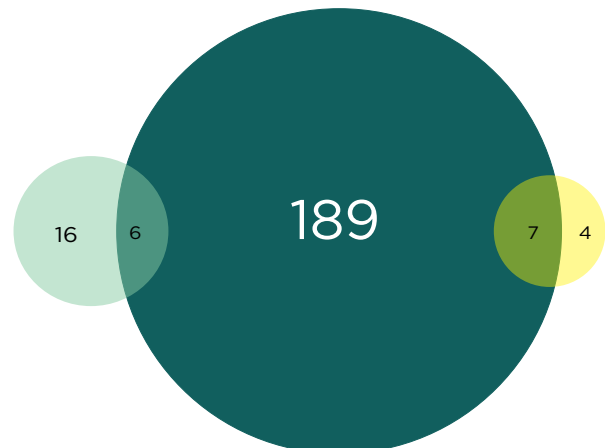
NUMBER OF USERS USING ICER SUPPORT SERVICES IN NOVEMBER

This figure shows a breakdown of users that use iCER support services. These support services include support tickets, iCER workshops and office hours.

List of iCER workshops in November:

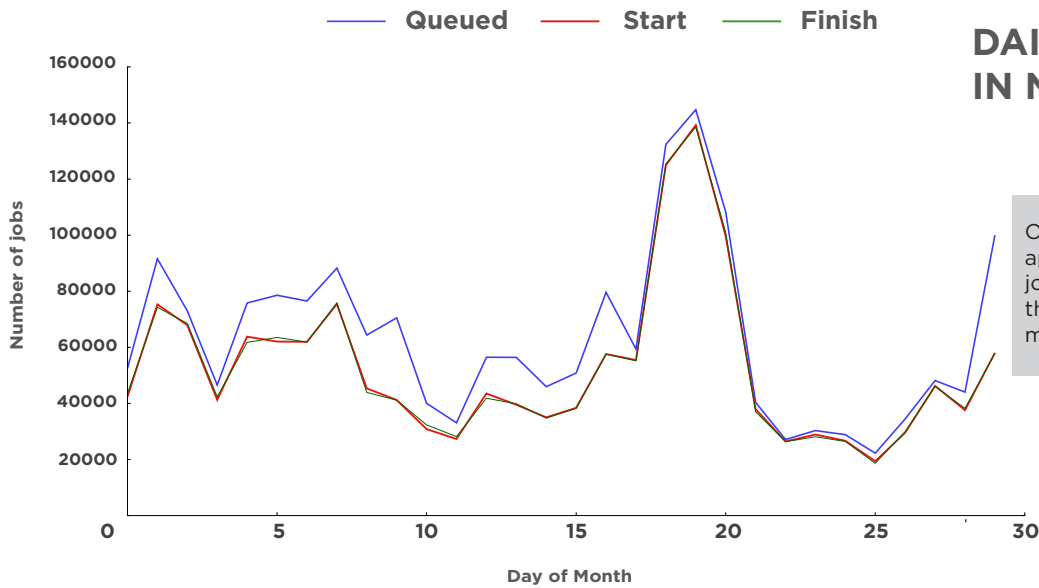
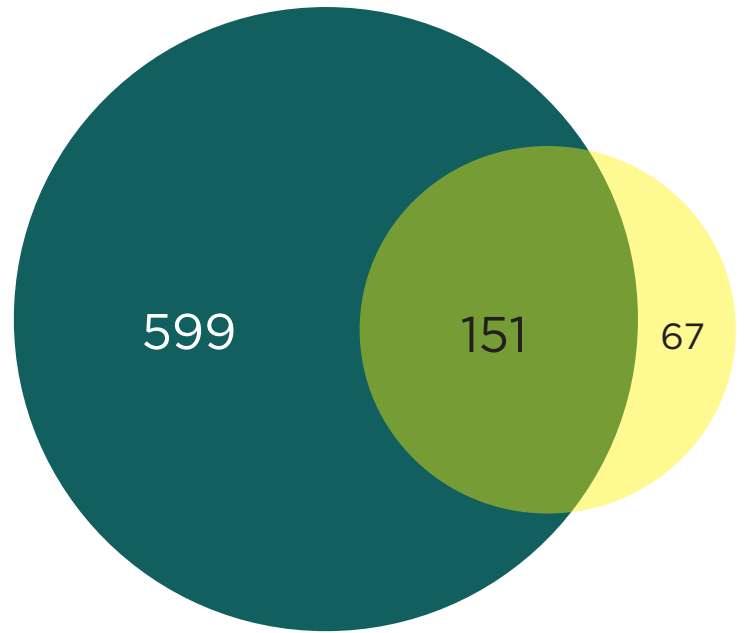
- > R on HPCC

■ Tickets
 ■ Workshops
 ■ Office Hour

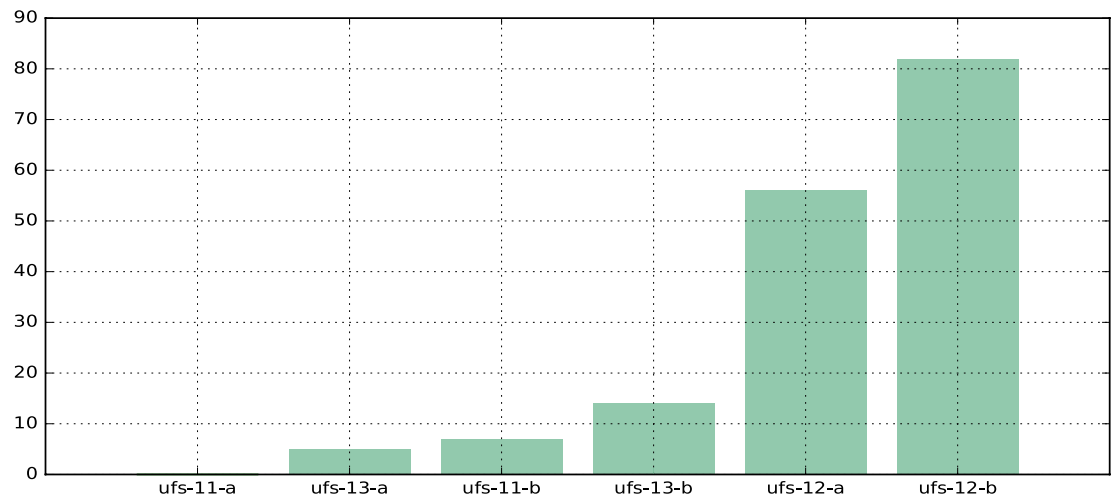


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE IN NOVEMBER

■ Compute
■ Support



NUMBER OF MAPPED HOME DIRECTORIES PER SERVER IN NOVEMBER



TICKET ACTIVITY SUMMARY IN NOVEMBER



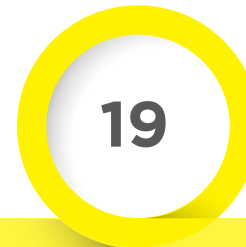
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY IN NOVEMBER



459

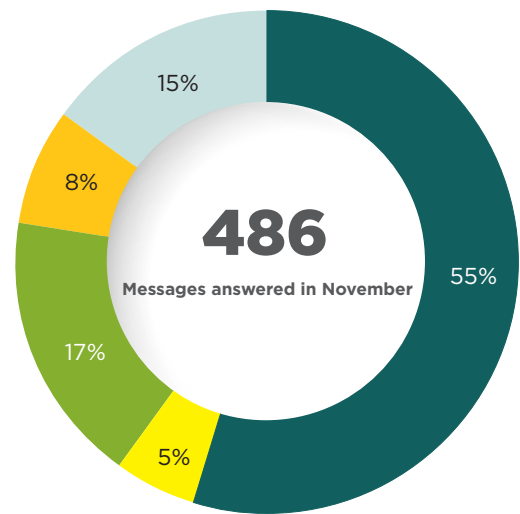
Total Users' Messages



652

Total iCER's Messages

TICKET RESOLUTION STATISTIC IN NOVEMBER



NOVEMBER TICKET HIGHLIGHTS



PAT BILLS

Research Consultant

USING INTERACTIVE JOBS TO INCREASE PRODUCTIVITY

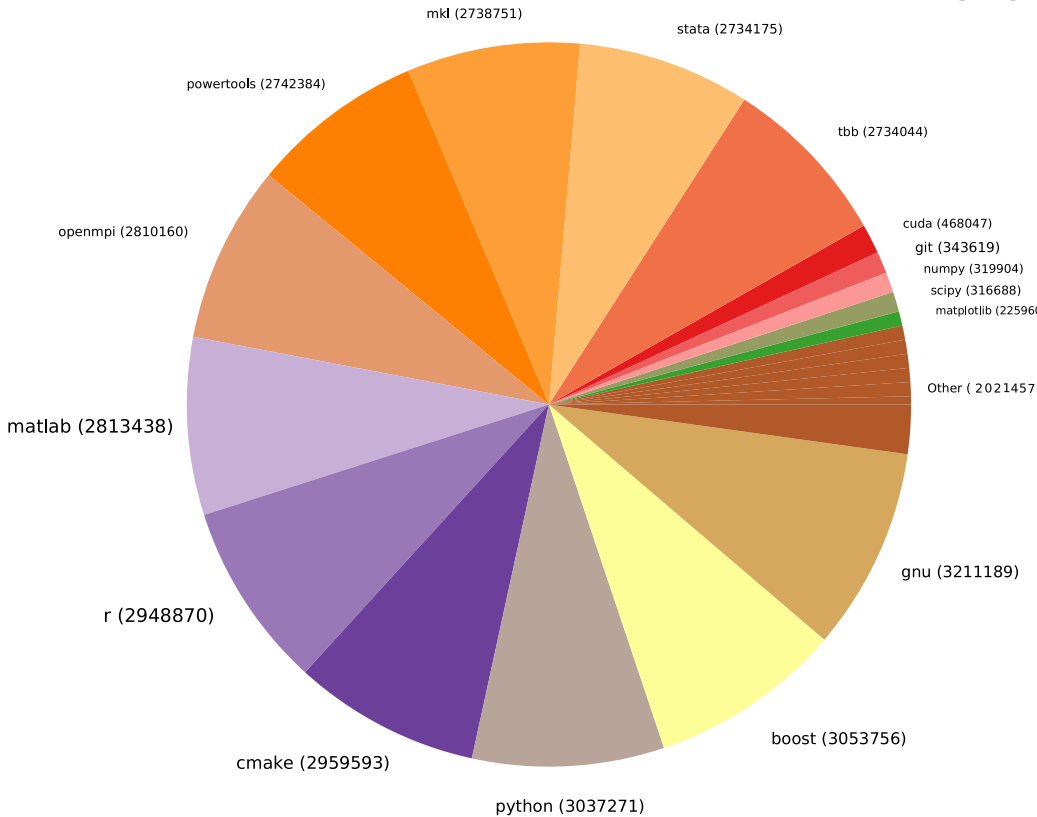
- Messages answered within 5 hours
- Messages answered within 5-12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

45

New User Accounts created in NOVEMBER

In an effort to better serve our users, we have been analyzing the software that is being used on the HPC by recording which software modules are being loaded using the "module load" command. Clearly this is not a complete view; many users install their own software in their home directories, some modules are automatically loaded as part of a user profile and there will be a bias toward pleasantly parallel codes which will load their required modules every time a job runs (as compared to bigger jobs which would only load the modules once). However, we find this data interesting and wanted to share it with you.

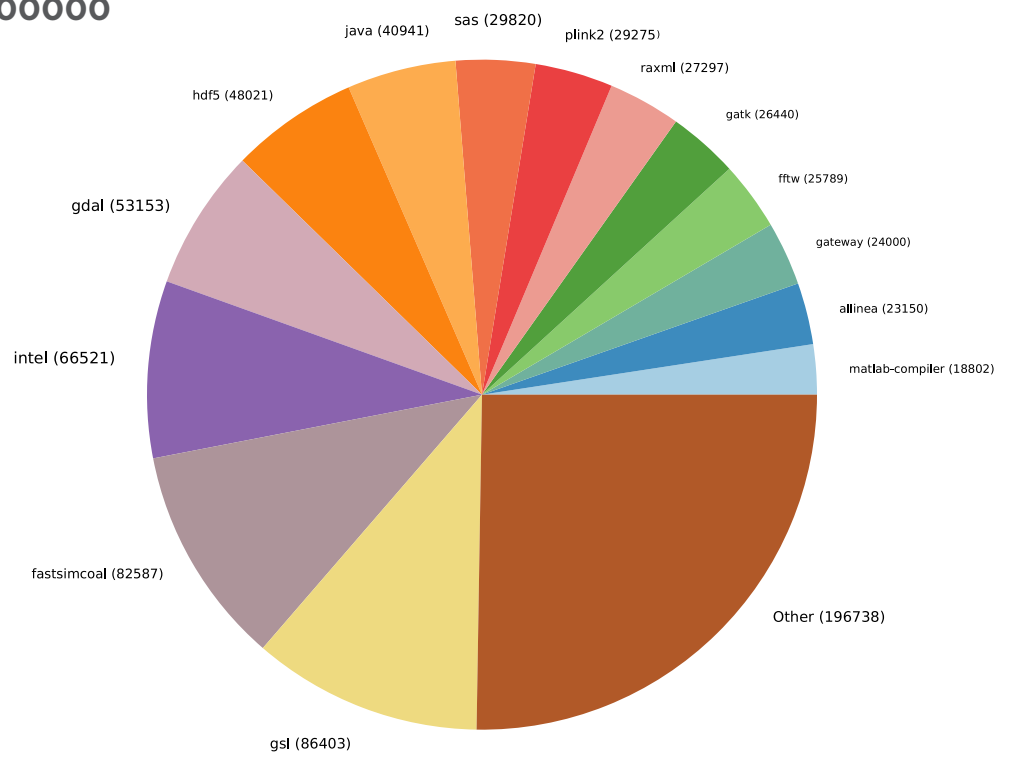
ALL MODULE LOAD COUNTS <1000000



The pie chart shows the most commonly loaded modules. Note again that the biggest ones are the ones included in a user's default profile such as MATLAB, Python, and R. These modules get loaded every time they log in or run a job. As can be seen clearly, the default modules get loaded in an order of magnitude more than many of the other modules.

ALL MODULE LOAD COUNTS <100000

After taking out the default modules, the pie chart on the right shows more modules that users are choosing to include in their .bashrc files and being submitted on a lot of jobs.



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