ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1,144

Compute 92%

Support 22%
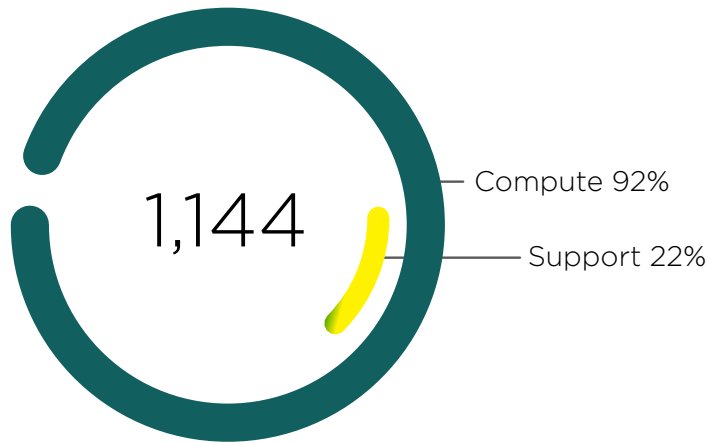
Developer/Login Nodes   **Batch Queue/Cluster**

158   354   600
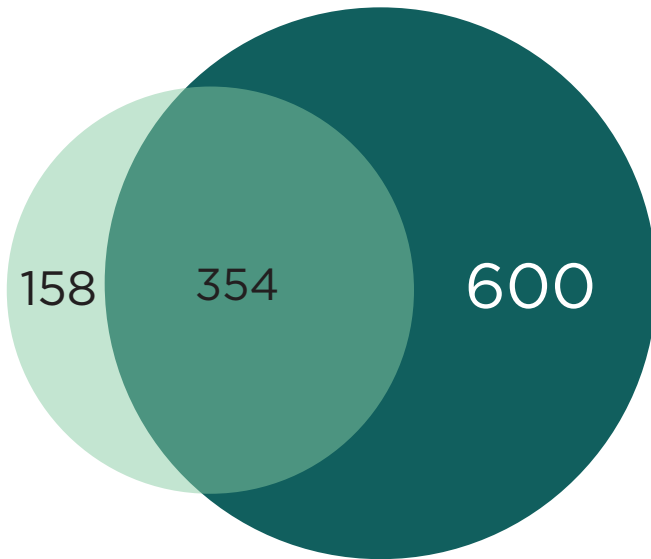
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

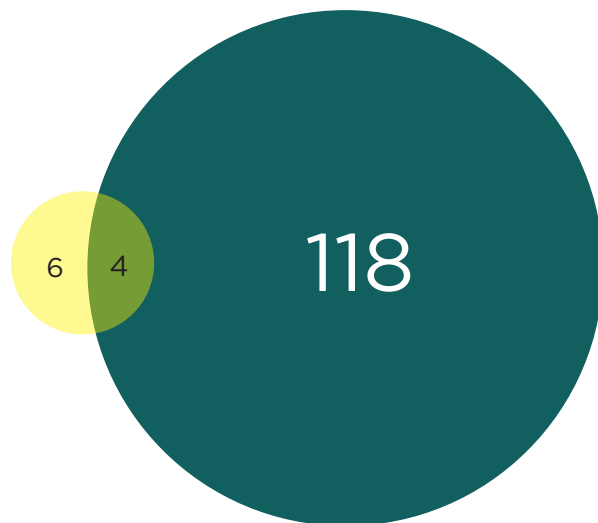This figure shows a breakdown of users who accessed ICER compute services:
354 users accessed the developer nodes to submit jobs to the queue.

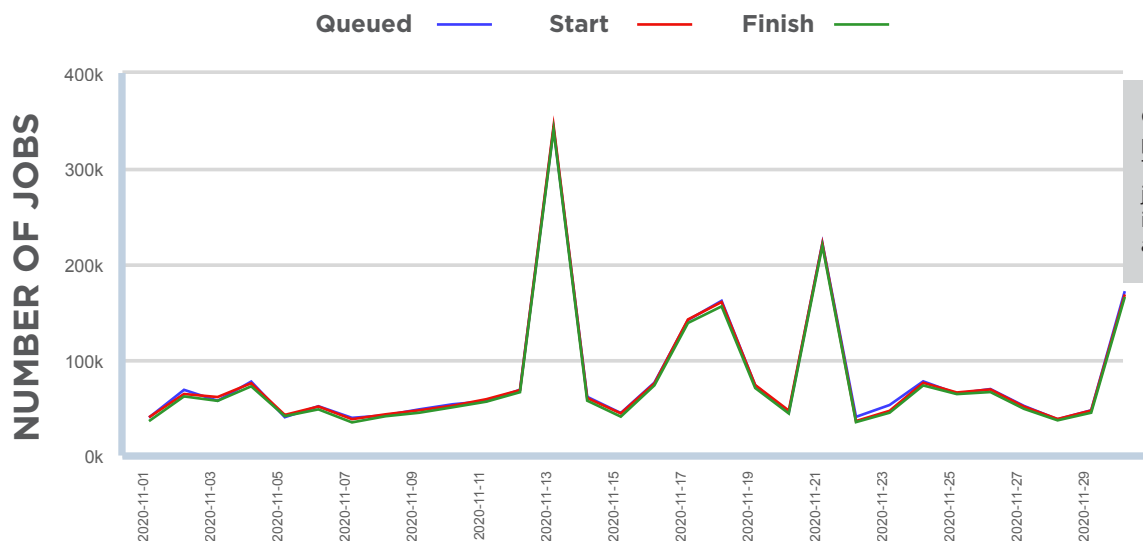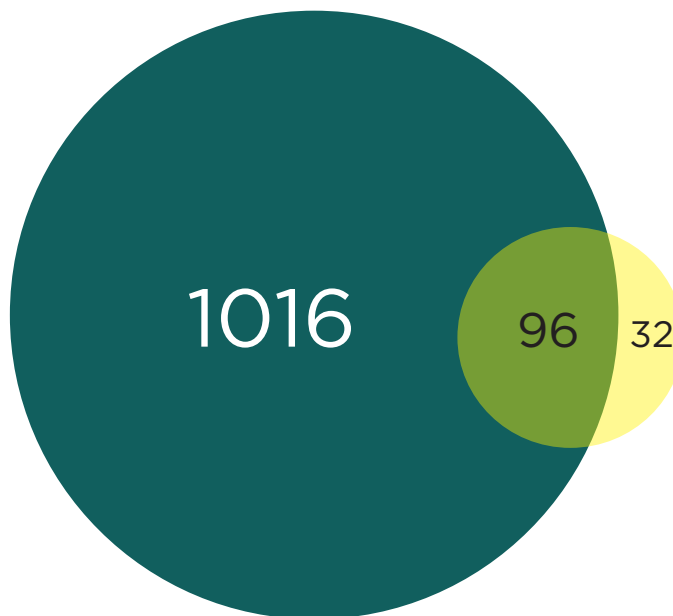**600 interactive users utilized only ICER developer nodes to do their work.** This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES
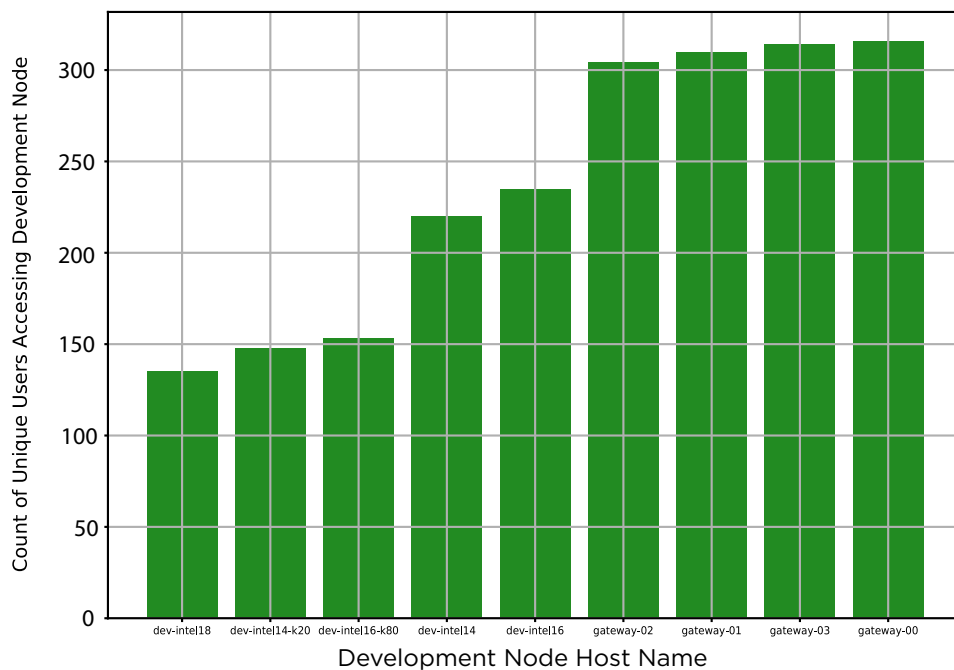
6   4   118

Users with Tickets

Office Hours

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1016   **96**   **32**

■ Compute

■ Support

Queued ——   **Start** ——   **Finish** ——

NUMBER OF JOBS

400k

300k

200k

100k

0k

2020-11-01
2020-11-03
2020-11-05
2020-11-07
2020-11-09
2020-11-11
2020-11-13
2020-11-15
2020-11-17
2020-11-19
2020-11-21
2020-11-23
2020-11-25
2020-11-27
2020-11-29

On a typical day, the scheduler processes approximately 239,704 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 166 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

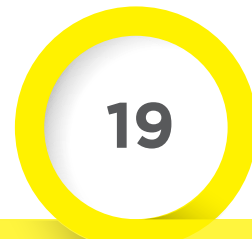Count of Unique Users Accessing Development Node

300

250

200

150

100

50

0

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

Development Node Host Name

TICKET ACTIVITY SUMMARY

183

286

212

19

Tickets **Created**

Tickets **Updated**

Tickets Resolved

Open Tickets

TICKET MESSAGE SUMMARY

466
Total Users' Messages

502
Total ICER's Messages

AUGUST TICKET HIGHLIGHTS

XIAOGE WANG
Research Consultant
SOFTWARE INSTALLATION

TICKET RESOLUTION STATISTIC

10.81%

5.95%

11.89%

12.70%

58.65%

466
Messages answered
in November
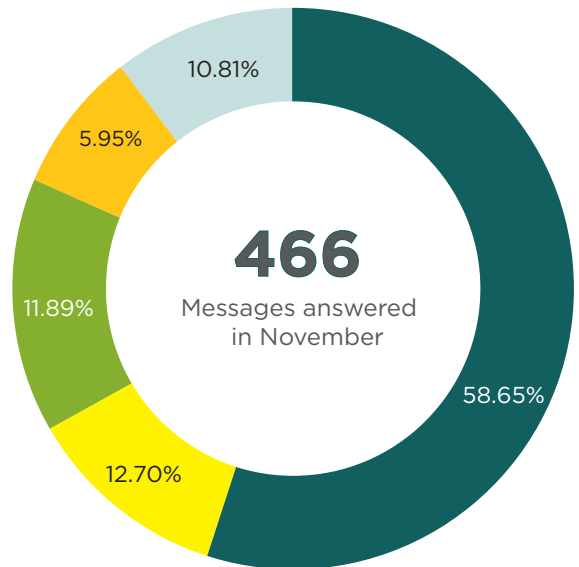
- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

40
New User Accounts created
in NOVEMBER

Report Contributors:
Camille Archer
Chun-Min Chang
Jim Leikert
Xiaoxing (Adele) Han