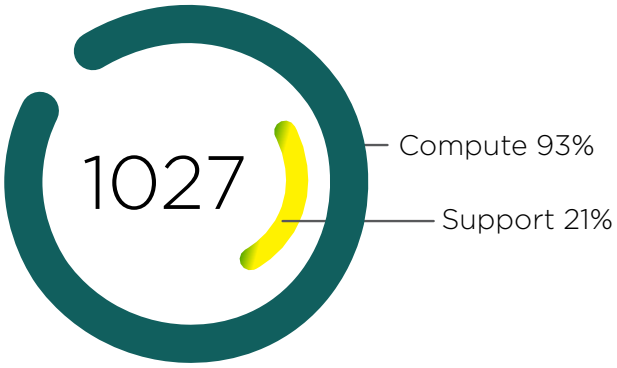
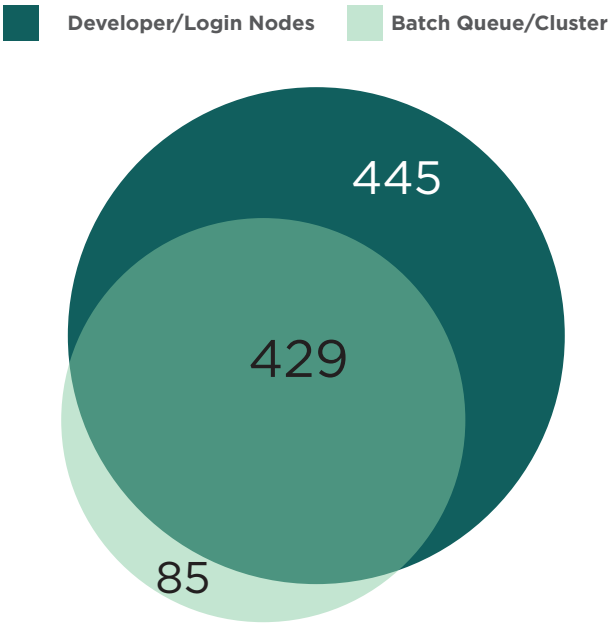
ICER SERVICE REPORT

OCT 2019

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES





NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

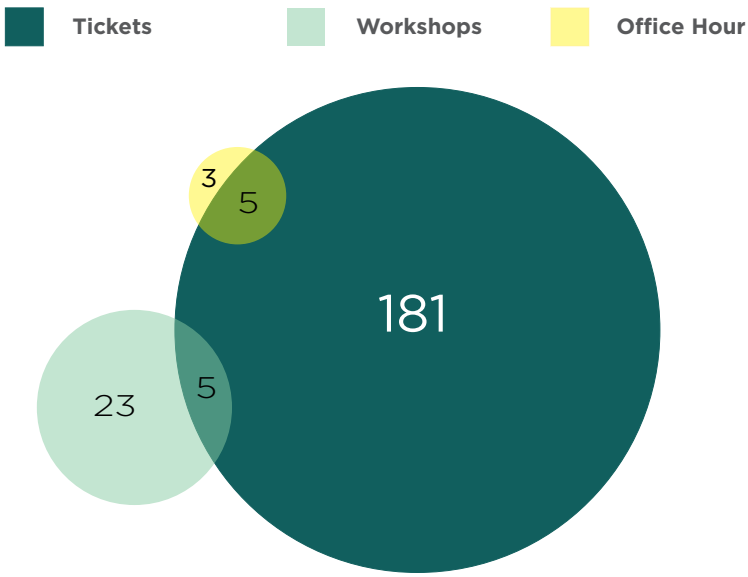
This figure shows a breakdown of users who accessed ICER compute services:
429 users accessed the developer nodes to submit jobs to the queue.

445 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.

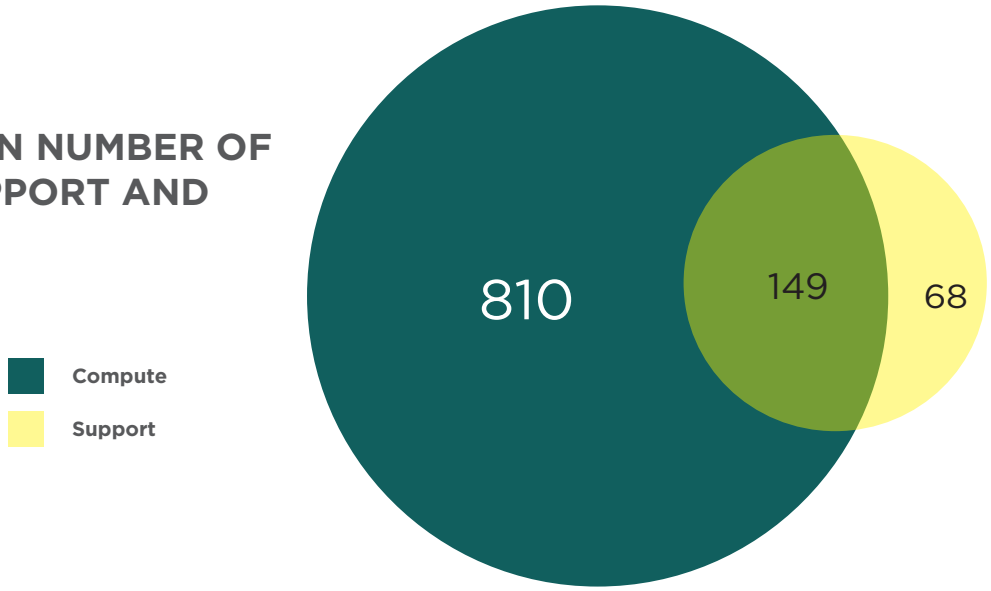
NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

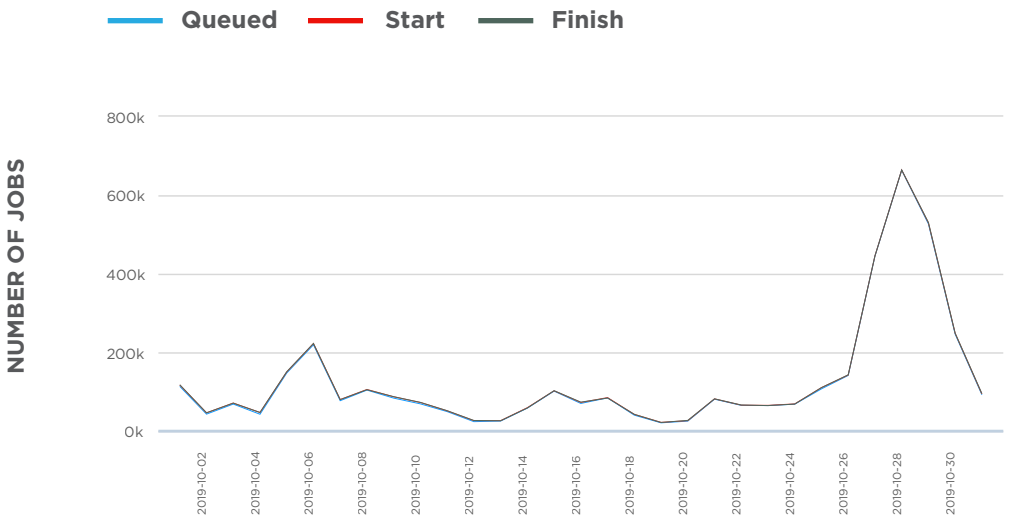
This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.

ICER October Workshops
Introduction to Linux
Introduction to HPCC



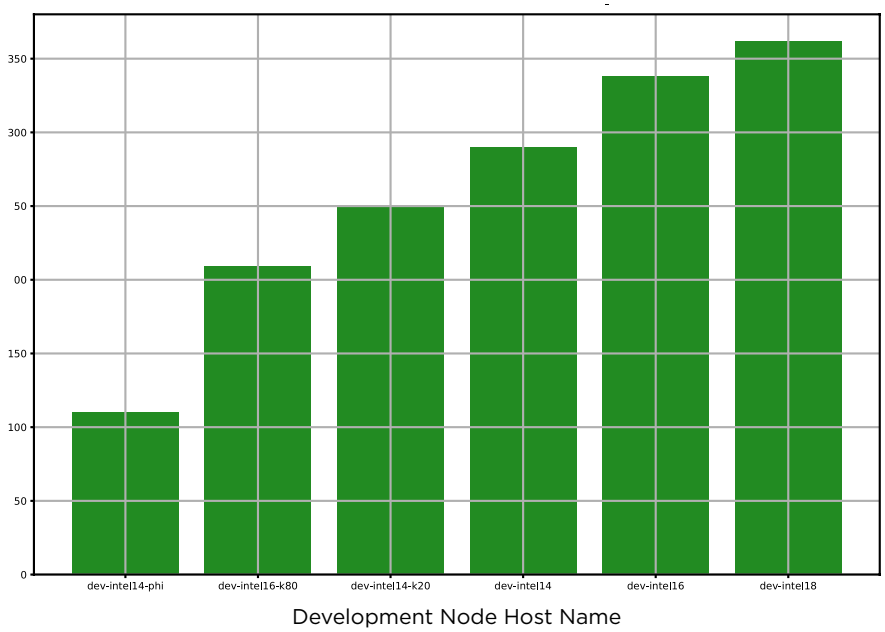
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



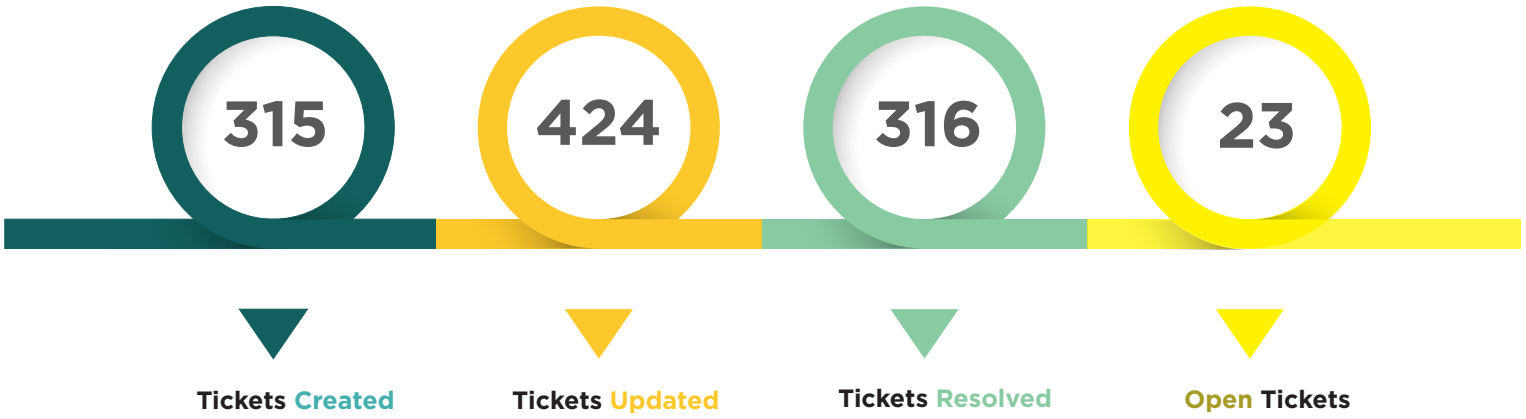


On a typical day, the scheduler processes approximately 428,271 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 297 jobs per minute.

UNIQUE USER COUNT ON DEVELOPMEMT NODES



TICKET ACTIVITY SUMMARY



TICKET MESSAGE SUMMARY

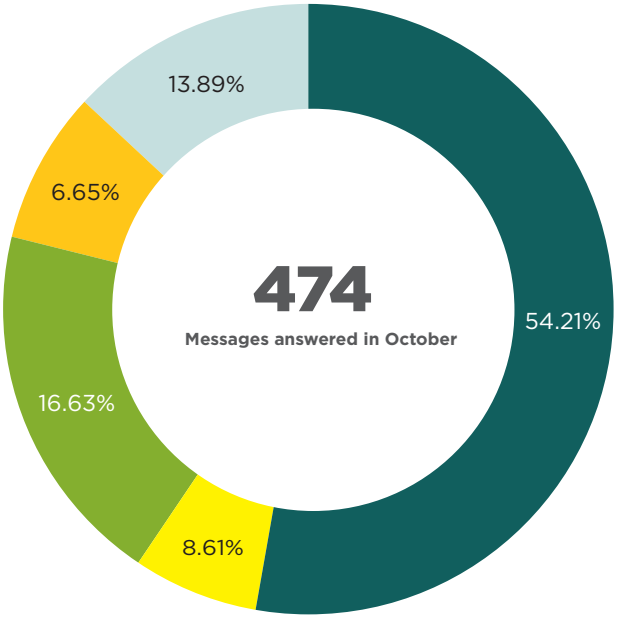
653
Total Users' Messages

708
Total ICER's Messages

AUGUST TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
HPCC FAQ

TICKET RESOLUTION STATISTIC



- 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

93
New User Accounts created
in OCTOBER

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