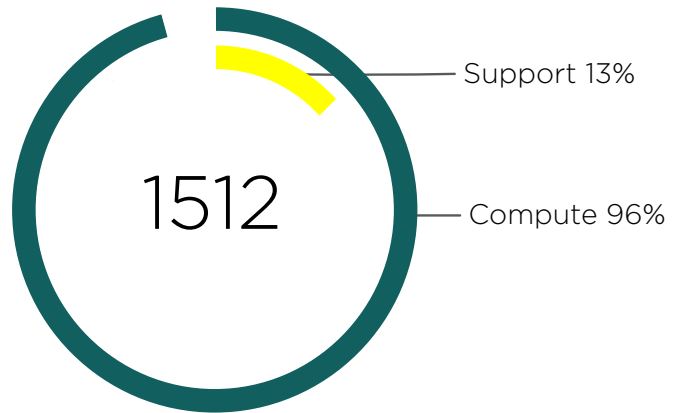


ICER SERVICE REPORT

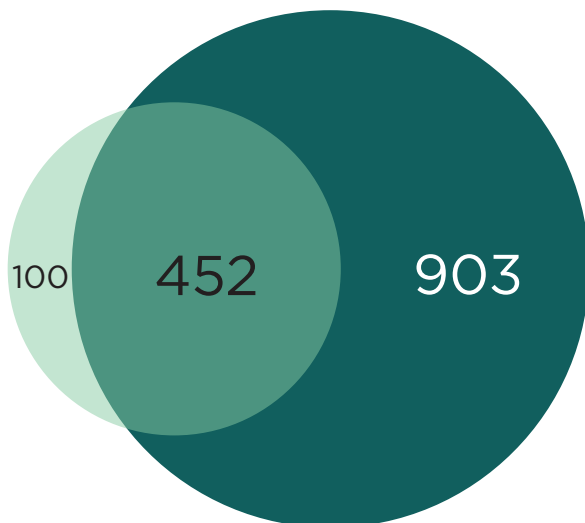
Oct. 2022

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:

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

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

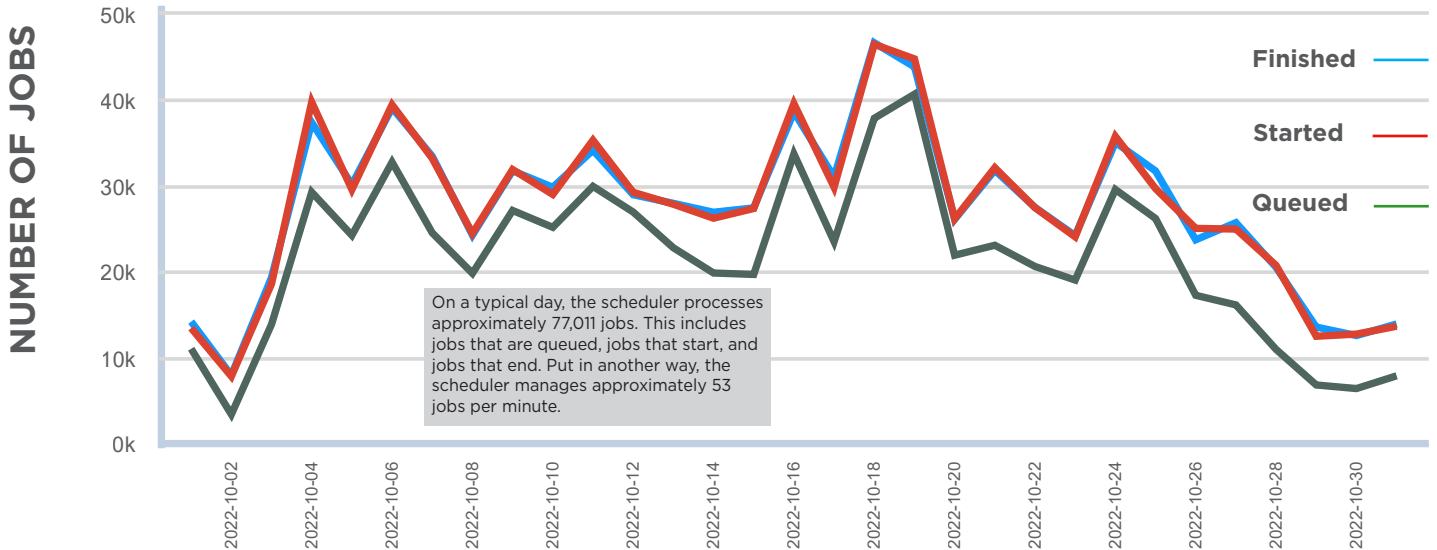
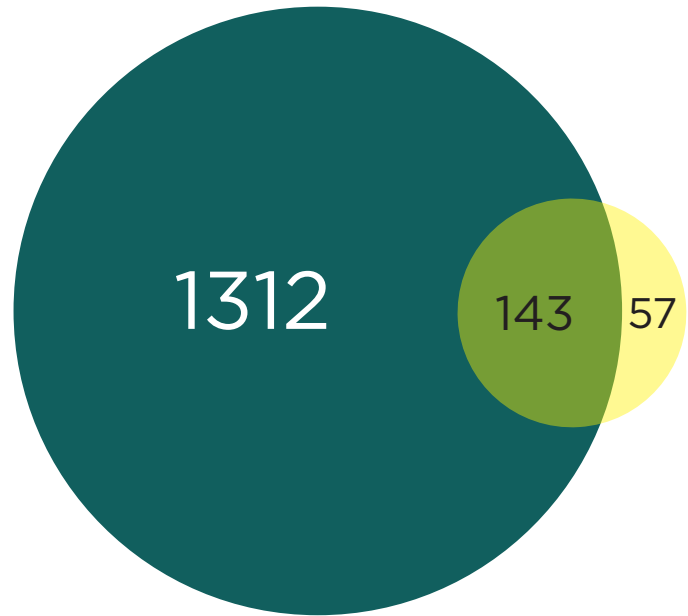
- > Only need access to software (ex. Matlab, mathematica)
- > Are still in the software development process and have not submitted a job
- > Find development nodes sufficient for their research.

80

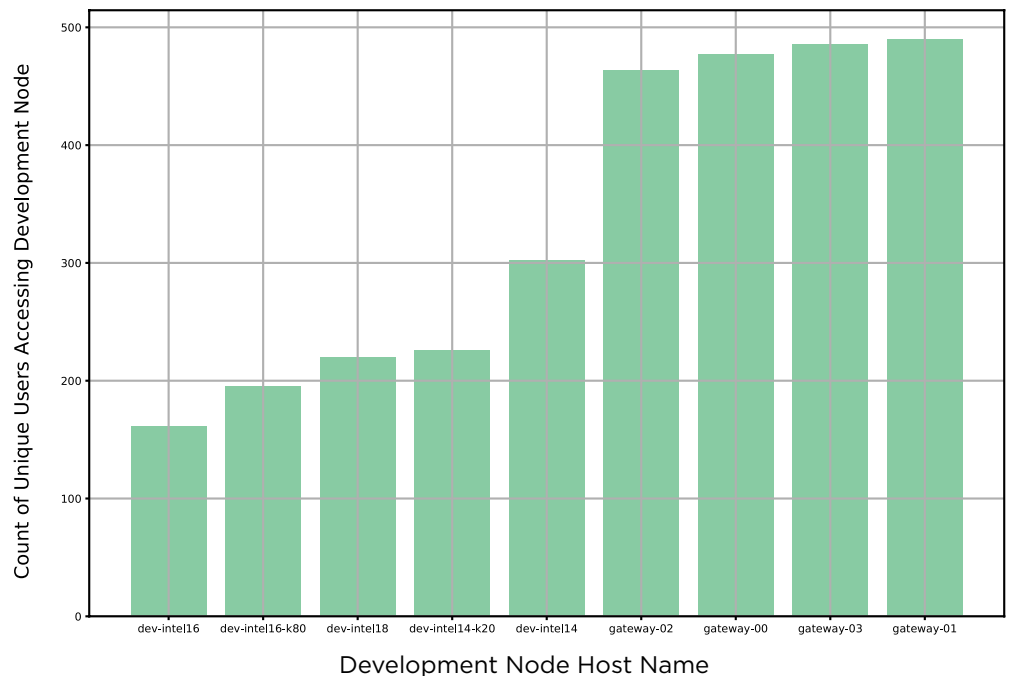
New User Accounts created
in October

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



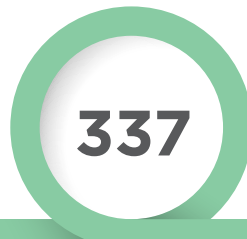
TICKET ACTIVITY SUMMARY



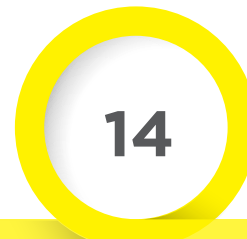
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

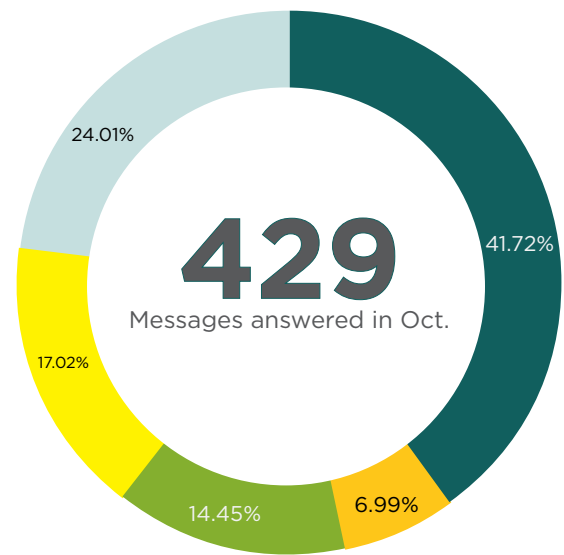


932
Total Users' Messages



636
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

NOVEMBER TOPIC OF THE MONTH



KYLIE MCCLUNG
ICER Student Assistant

**NEW DOCUMENTATION
FEEDBACK OPTION**

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung