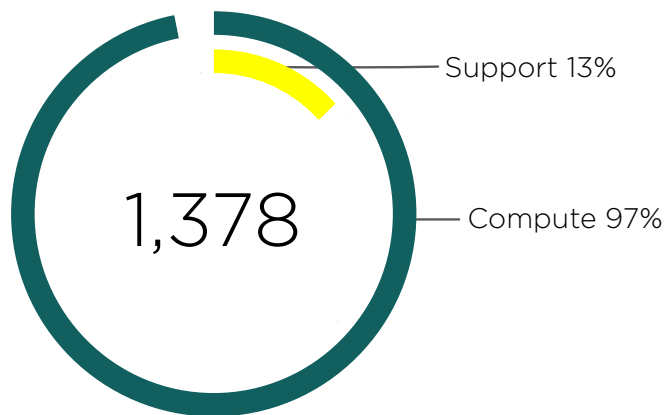


ICER SERVICE REPORT

Oct. 2023

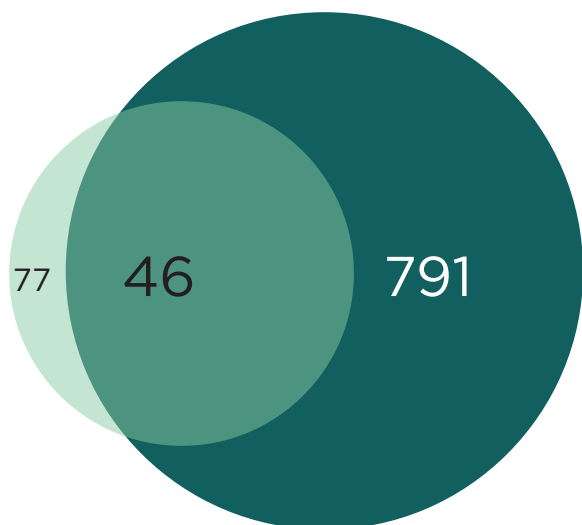
NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



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:

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

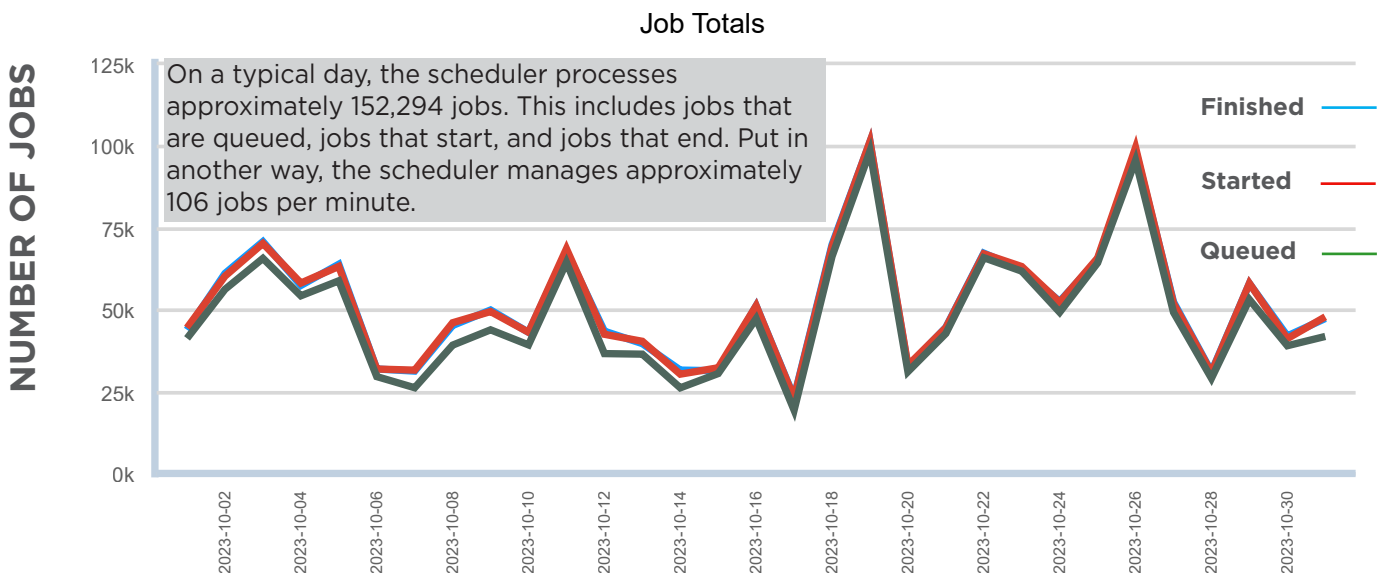
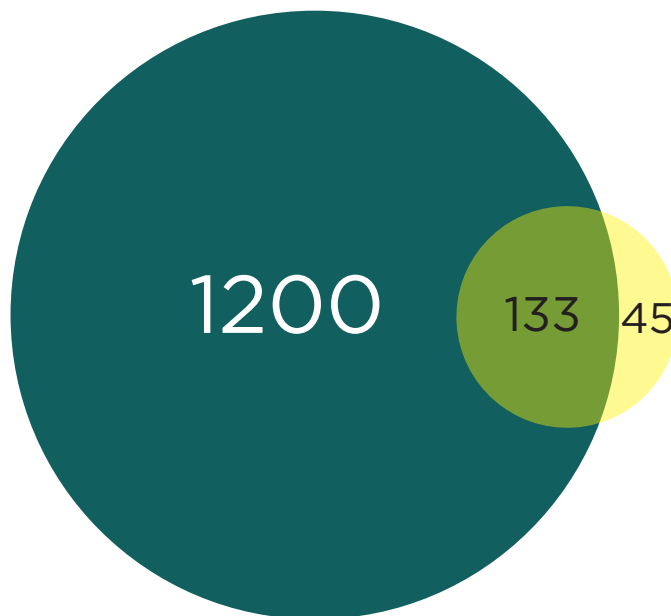
791 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

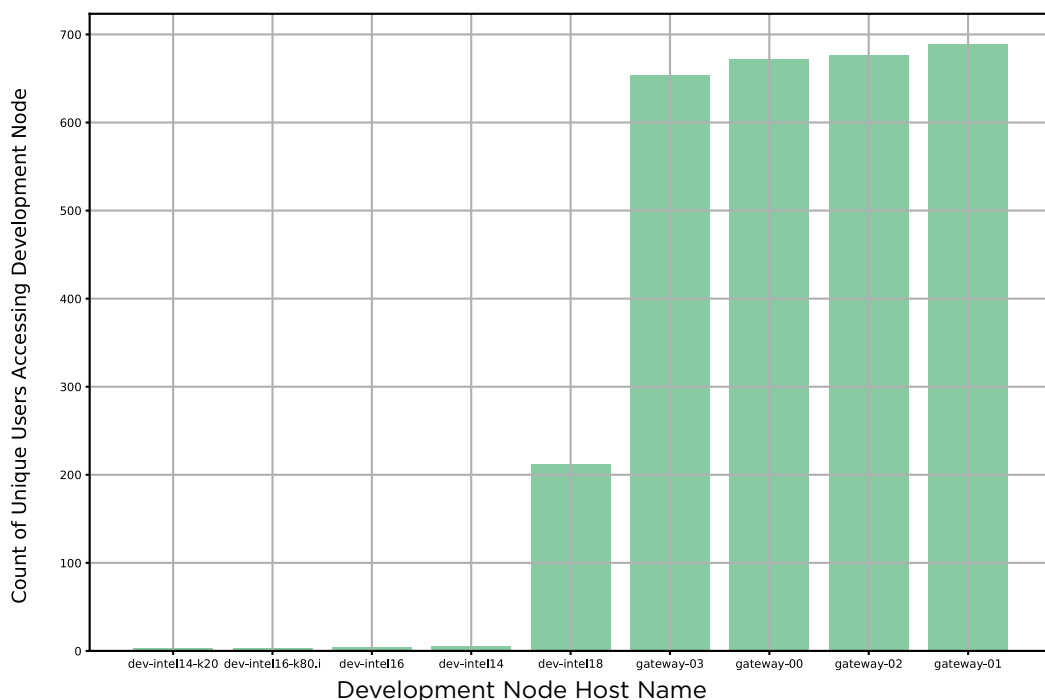
110

New User Accounts created
in October

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



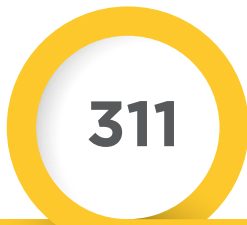
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



790
Total Users' Messages



351
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



AN EVEN EASIER WAY TO
WRITE AND RUN CODE ON
THE HPCC WITH
BROWSER-BASED VS CODE
CRAIG GROSS
ICER Research Consultant

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung