iCER SERVICE REPORT

RESEARCHERS USED ICER SERVICES

666

Compute 82%

Support 41%
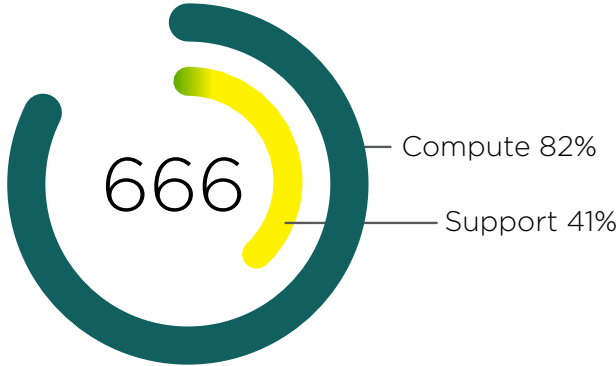
Developer/Login Nodes   Batch Queue   Mapped Home Drive/Samba

NUMBER OF USERS USING iCER COMPUTE SERVICES

104   48   392
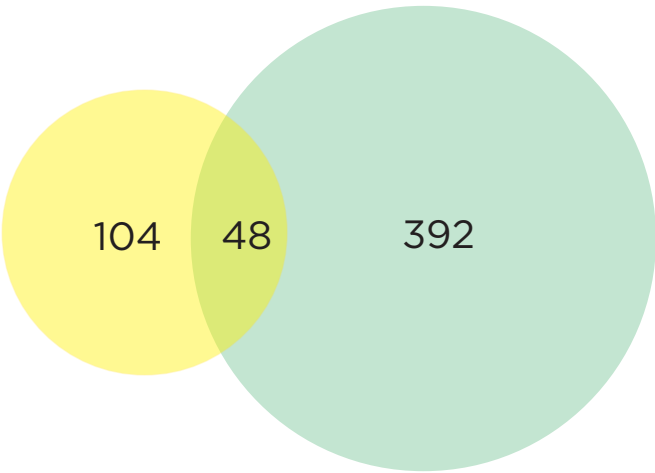
> Due to the migration of the machine, we are not able to get the data of the number of users using Developer/Login Nodes in the month of September.

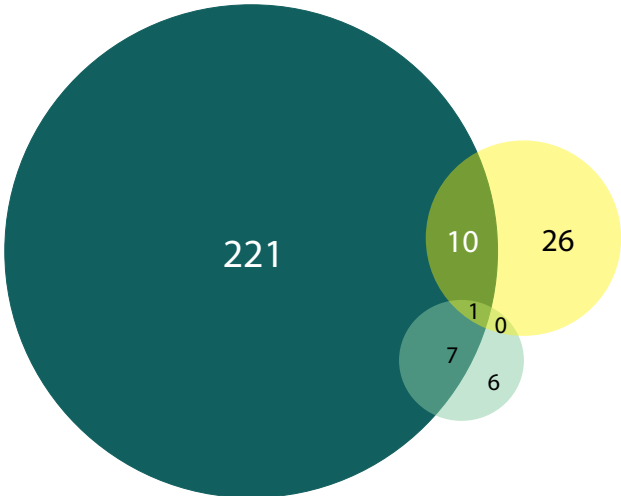Tickets   Workshops   Office Hour

NUMBER OF USERS USING 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.
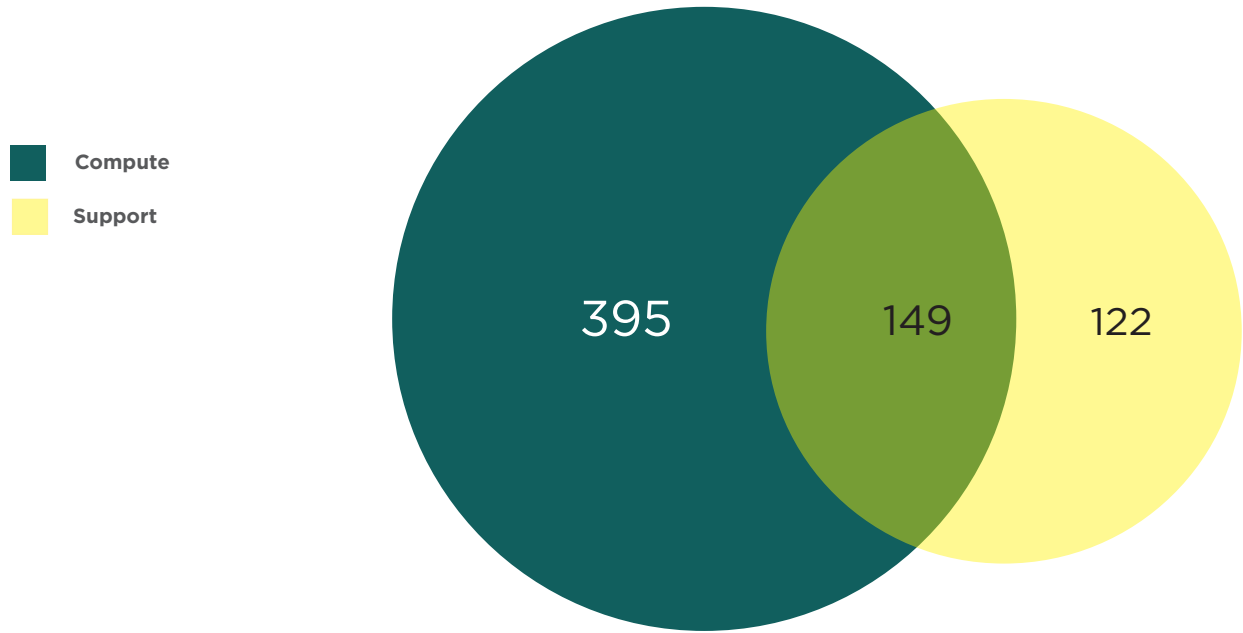
List of iCER workshops in September:

> Introduction to HPCC
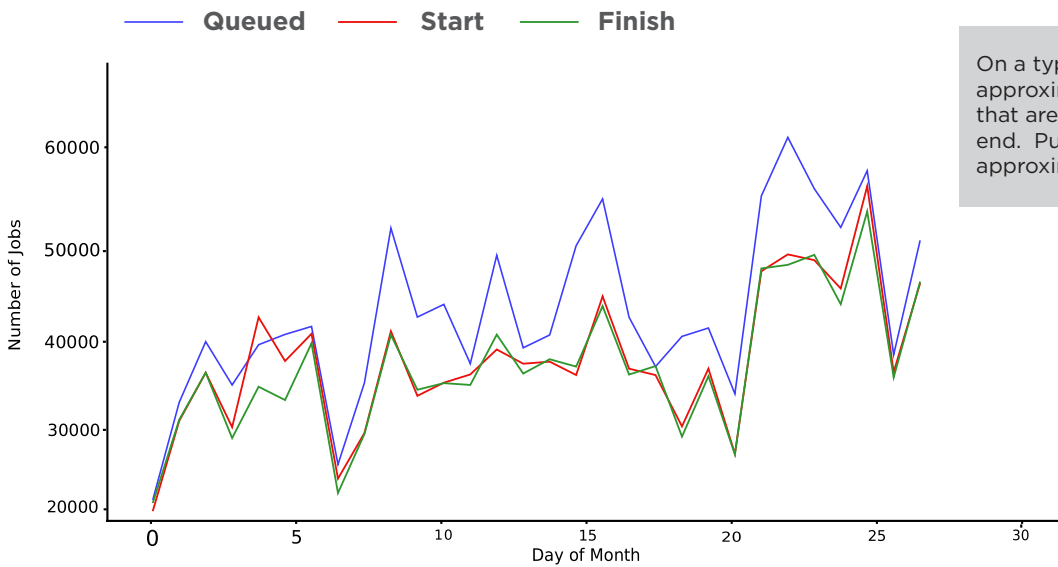> Introduction to Linux
> Transition to Slurmon EL

221   10   26   1   0   7   6

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

■ Compute

■ Support

395   149   122

DAILY SCHEDULER ACTIVITY

—— Queued   —— Start   —— Finish

Number of Jobs

60000

50000

40000

30000

20000

0   5   10   15   20   25   30

Day of Month

On a typical day, the scheduler processes approximately 74,557 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 52 jobs per minute.
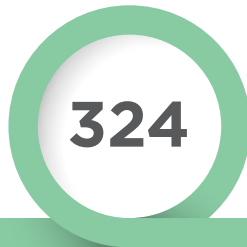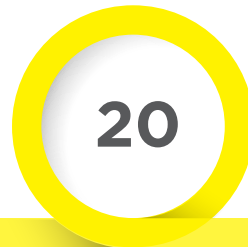
TICKET ACTIVITY SUMMARY

285

448

324

20

Tickets **Created**

Tickets **Updated**

Tickets **Resolved**

Open Tickets

TICKET MESSAGE SUMMARY

625
Total Users' Messages

860
Total iCER's Messages

TICKET RESOLUTION STATISTIC

10%

6%

25%

545
Messages answered
in September

51%

8%
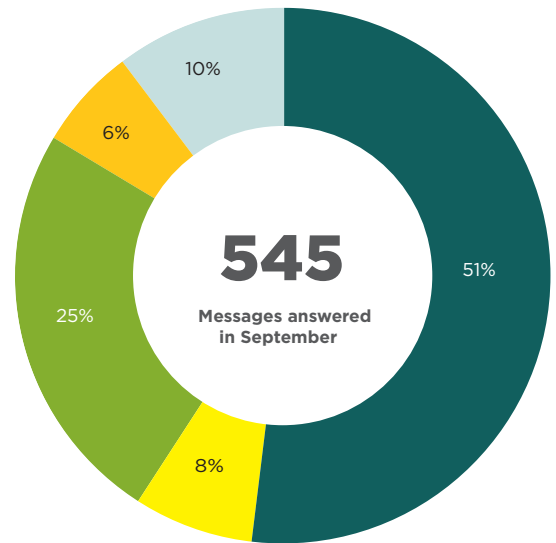
■ Messages answered within 5 hours

■ 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
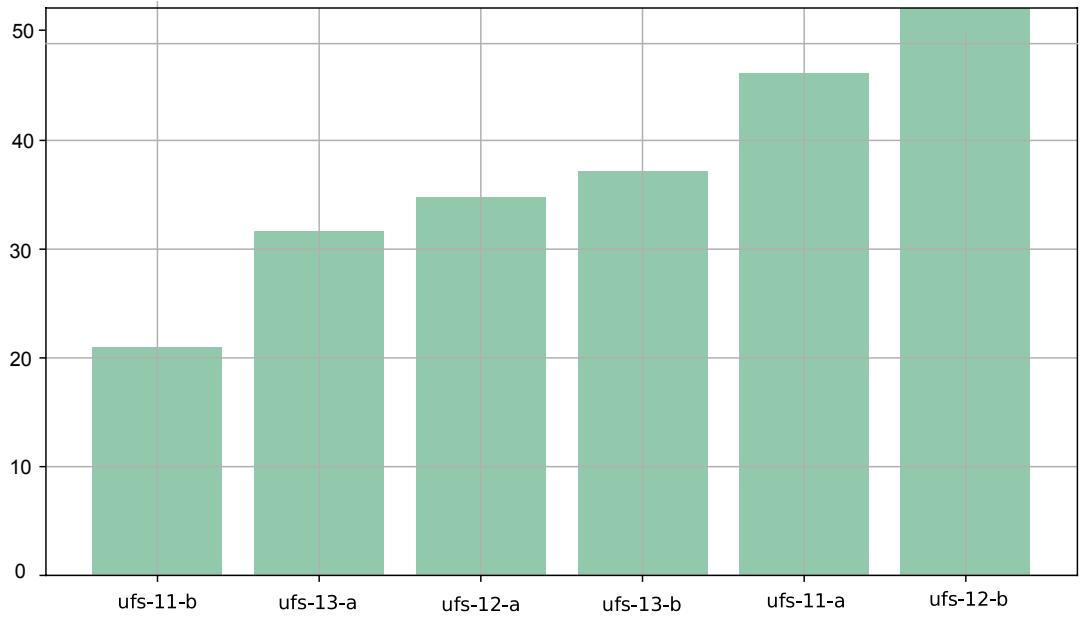
OCTOBER TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
REQUEST OF SOFTWARE INSTALLATION IN THE NEW SYSTEM
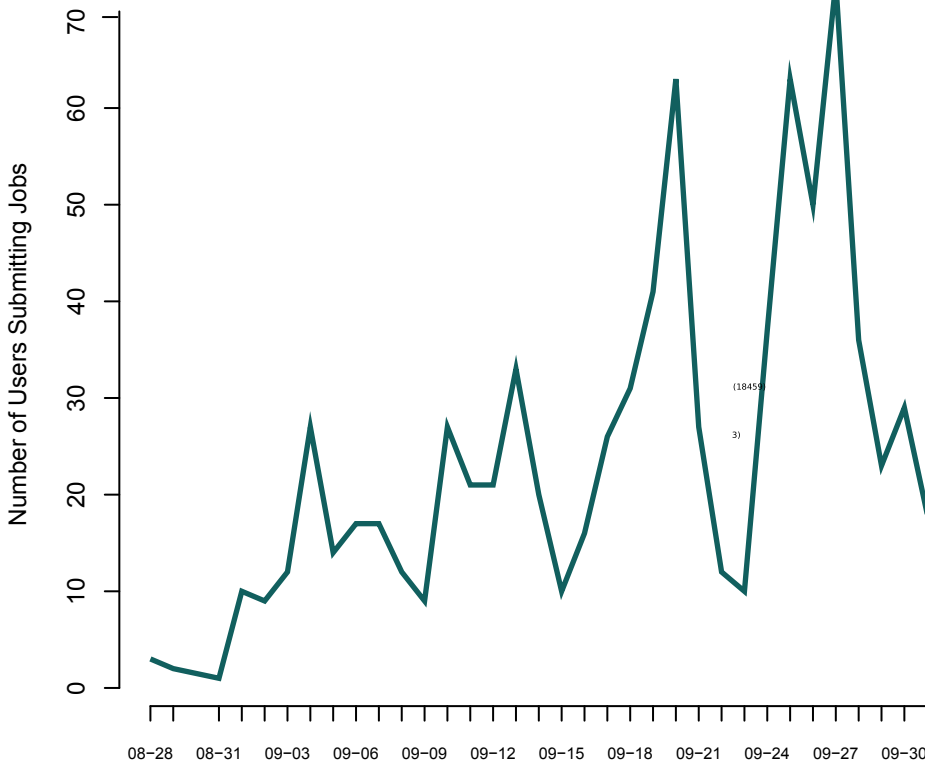
83
New User Accounts created
in SEP

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER

NUMBER OF USERS SUBMITTING JOBS ON SLURM (NEW TEST CLUSTER)

This Graph shows the adoption of our new scheduling Slurm system in the month of september. We made this available to select users early in the month and made it publicly available in late September. The old queueing system (Torque) was disabled on October 15, so this was an important milestone in our transition.

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