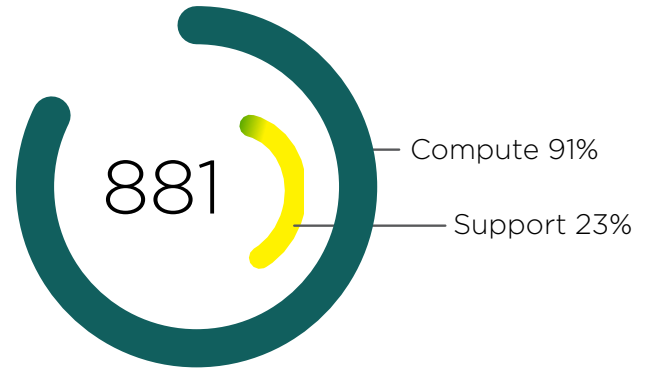


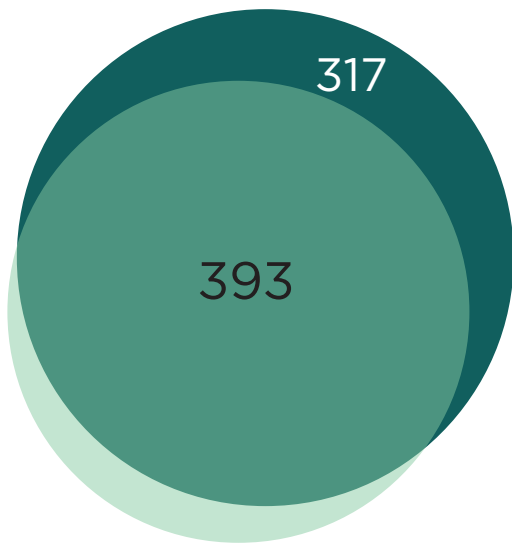
ICER SERVICE REPORT

SEPT 2019

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Developer/Login Nodes Batch Queue/Cluster



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

This figure shows a breakdown of users who accessed ICER compute services:

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

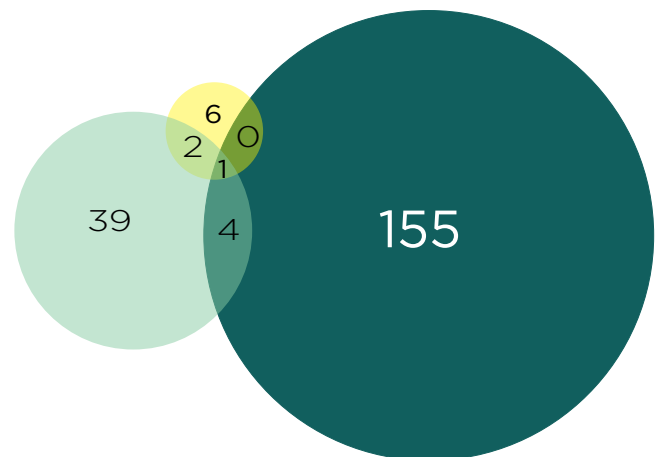
317 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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

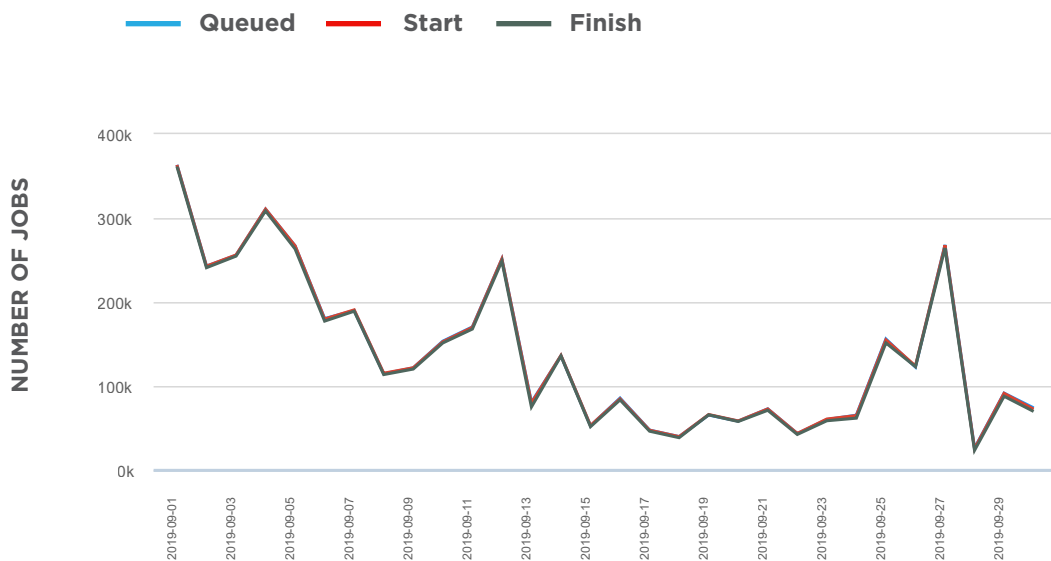
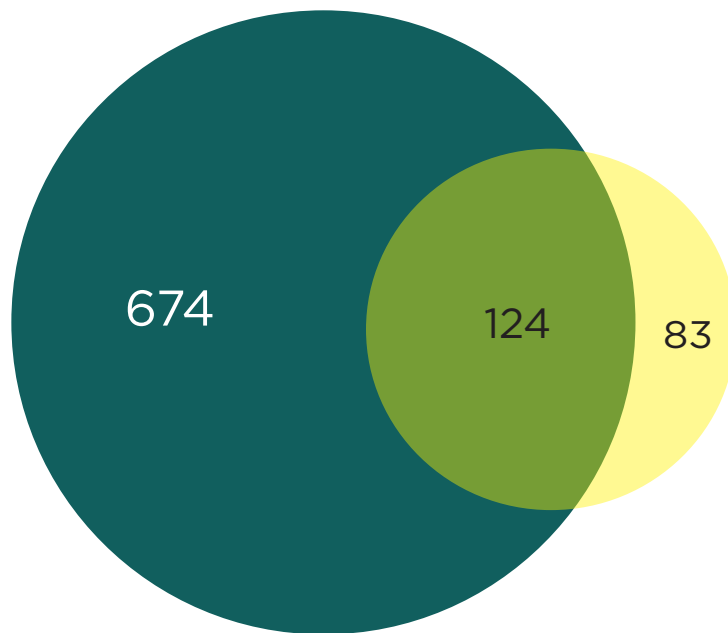
This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.

Tickets Workshops Office Hour



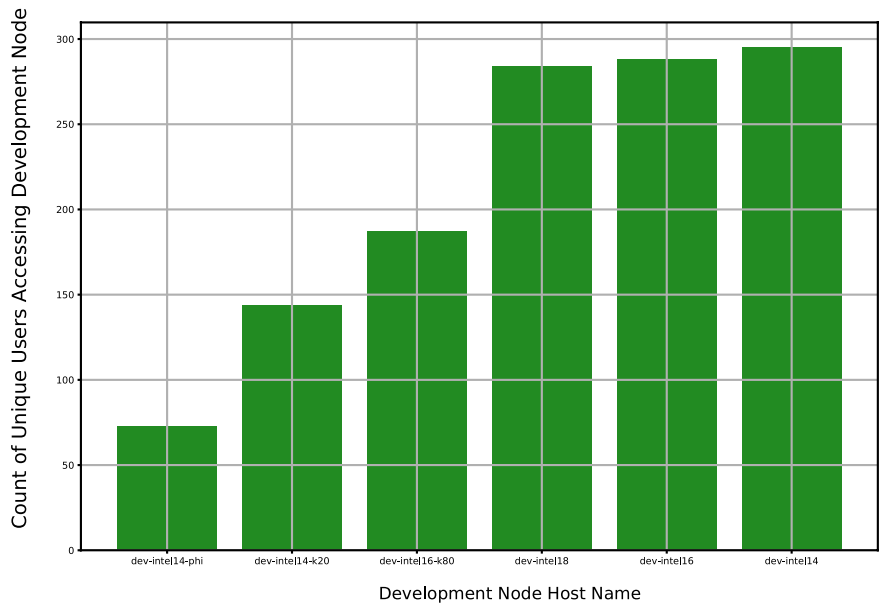
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



On a typical day, the scheduler processes approximately 444,055 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 308 jobs per minute.

UNIQUE USER COUNT ON DEVELOPMENT NODES



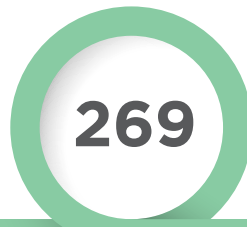
TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



578

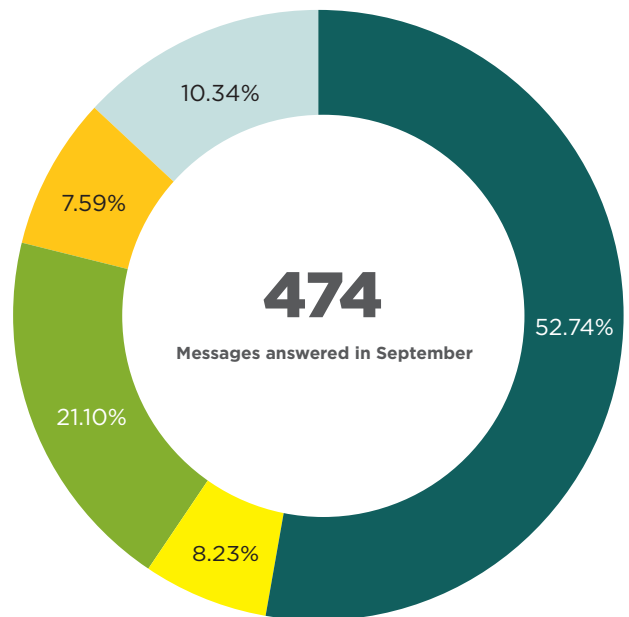
Total Users' Messages



650

Total ICER's Messages

TICKET RESOLUTION STATISTIC



AUGUST TICKET HIGHLIGHTS



XIAOGE WANG

Research Consultant

RCLONE ON HPCC

- 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

161

New User Accounts created
in September

Report Contributors:

Camille Archer
Chun-Min Chang
Hannah Miller
Jim Leikert
Xiaoxing (Adele) Han