ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1186

Compute 94%

Support 19%

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES
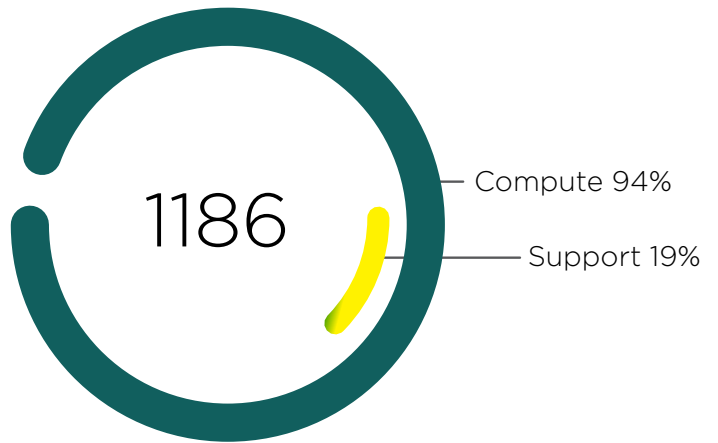
■ Developer/Login Nodes　　■ Batch Queue/Cluster

46　　466　　608

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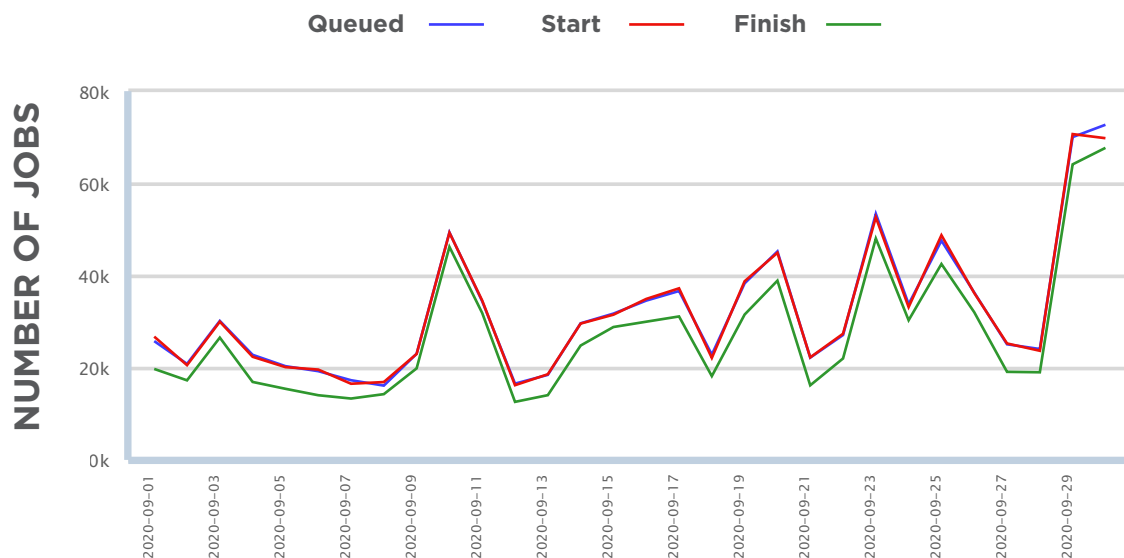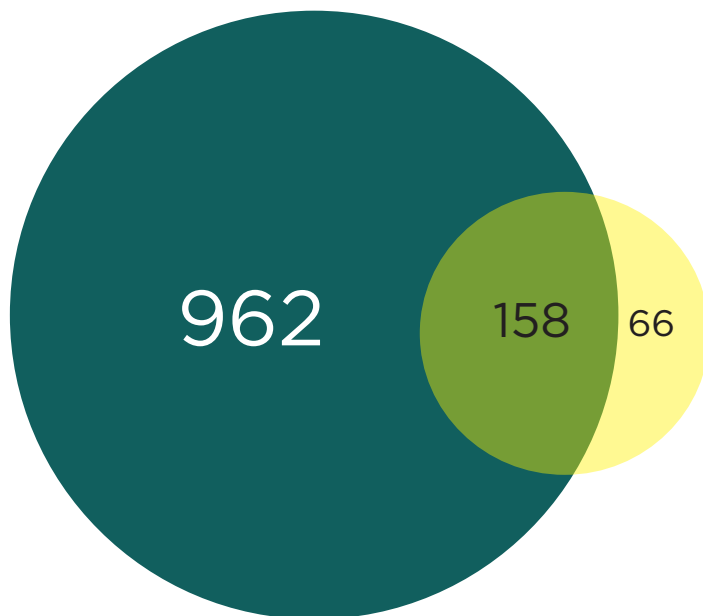**466 users accessed the developer nodes to submit jobs to the queue.**

608 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

6　3
3　0
8
47
157

■ Users with Tickets

■ Office Hours

■ Workshops
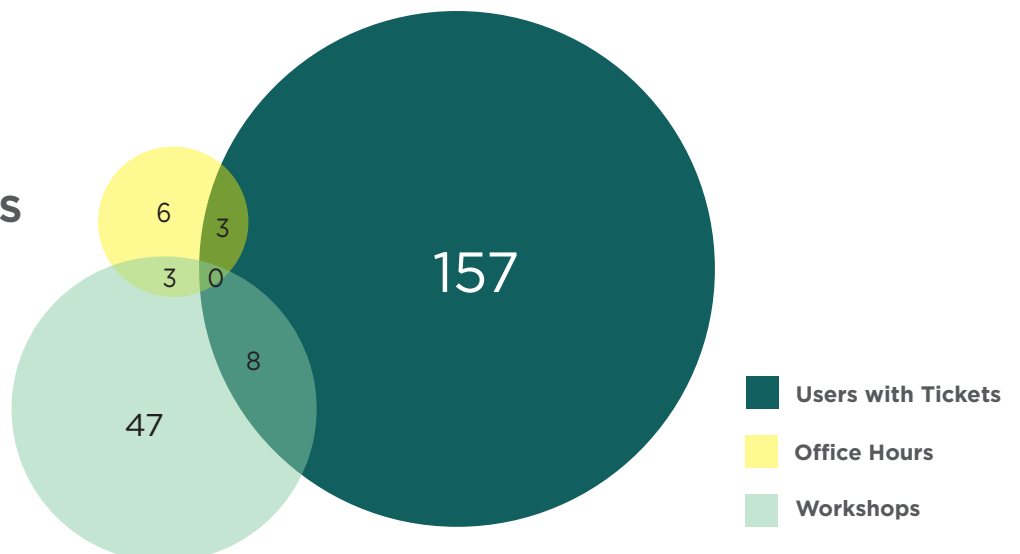
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

962   158   66

■ Compute

■ Support

Queued —— **Start** —— **Finish**

NUMBER OF JOBS

On a typical day, the scheduler processes approximately 91,830 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 64 jobs per minute.
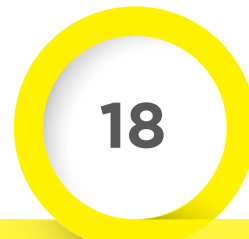
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Count of Unique Users Accessing Development Node

Development Node Host Name
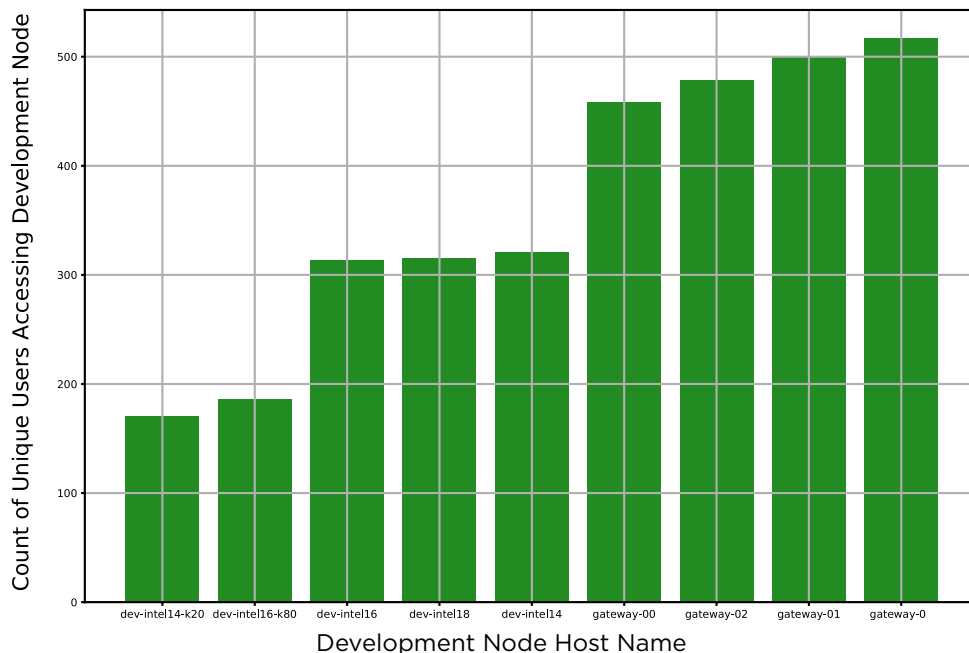
TICKET ACTIVITY SUMMARY

237
316
208
18

Tickets **Created**
Tickets **Updated**
Tickets Resolved
Open Tickets

TICKET MESSAGE SUMMARY

553
Total Users' Messages

526
Total ICER's Messages

TICKET RESOLUTION STATISTIC

9.46%

8.18%

16.37%

5.37%

60.61%

391
Messages answered
in September

■ **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**
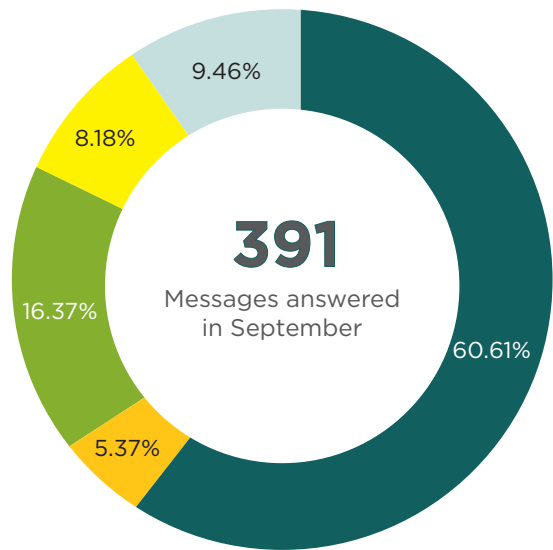
AUGUST TICKET HIGHLIGHTS

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WEB PORTAL TO HPCC RESOURCES

104
New User Accounts created
in SEPT

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