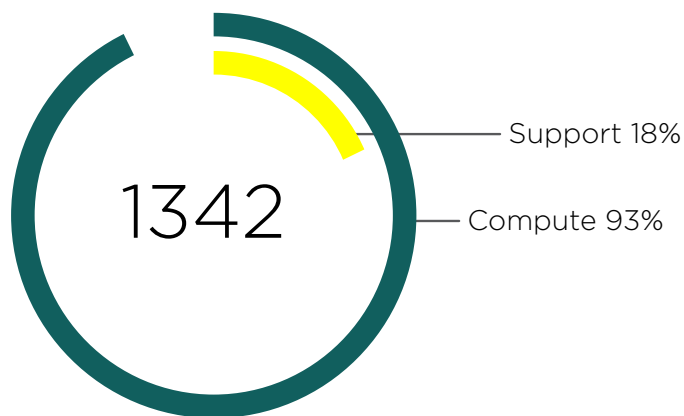


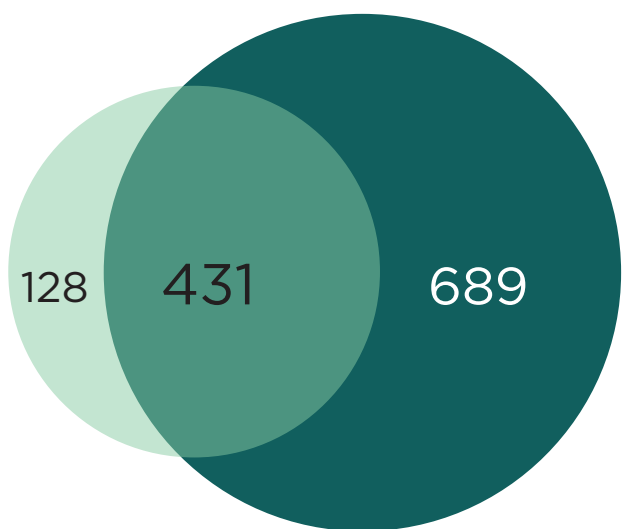
ICER SERVICE REPORT

SEPT 2021

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:

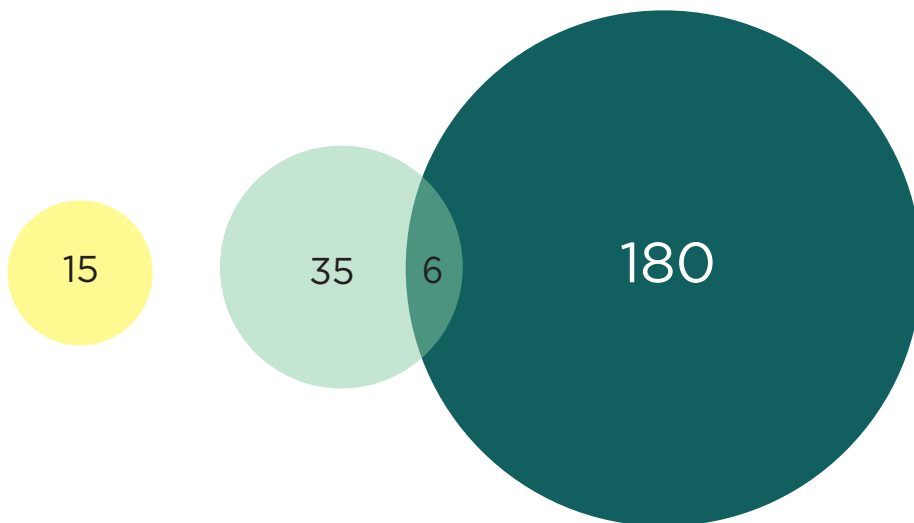
431 users accessed the developer nodes to submit jobs to the queue.

689 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.

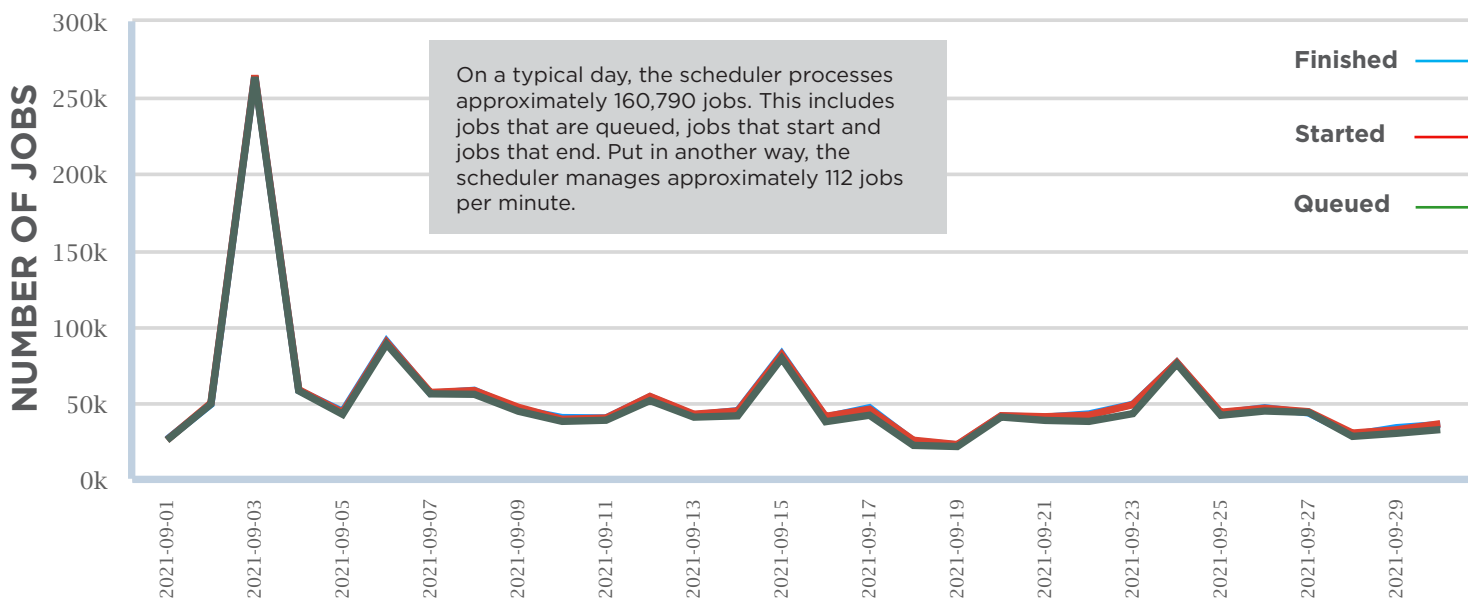
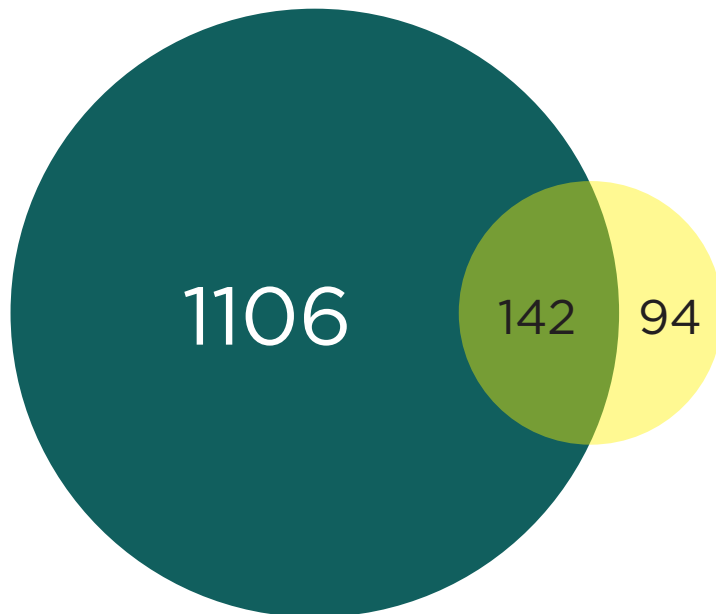
NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

Users with Tickets Office Hours Workshops

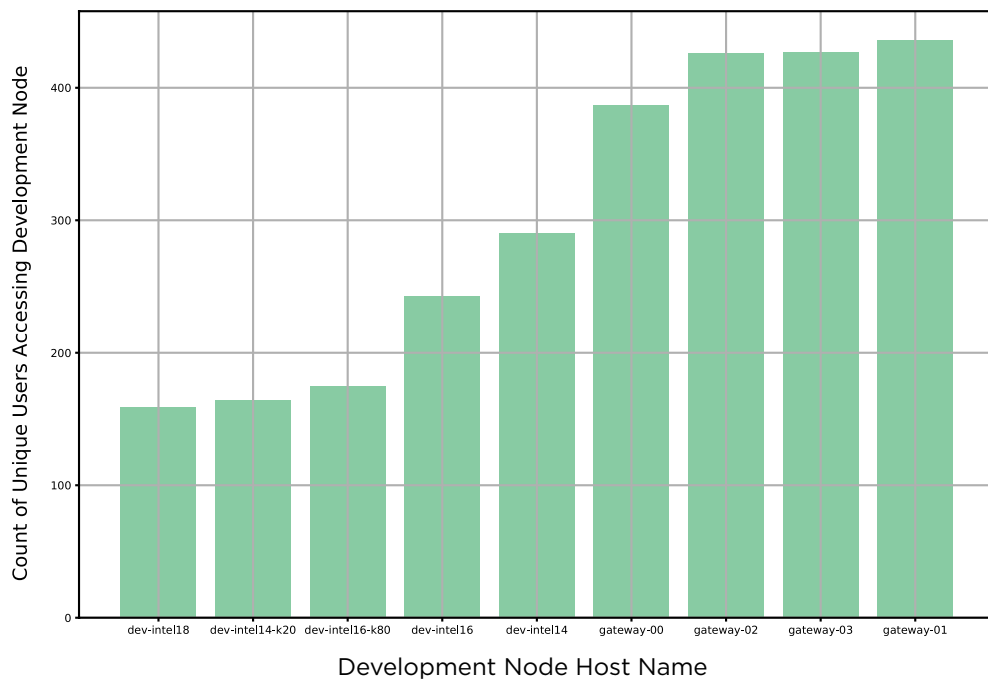


COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- Compute
- Support



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



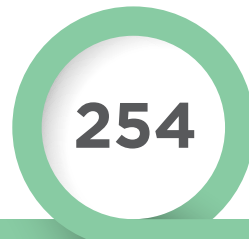
TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY



634

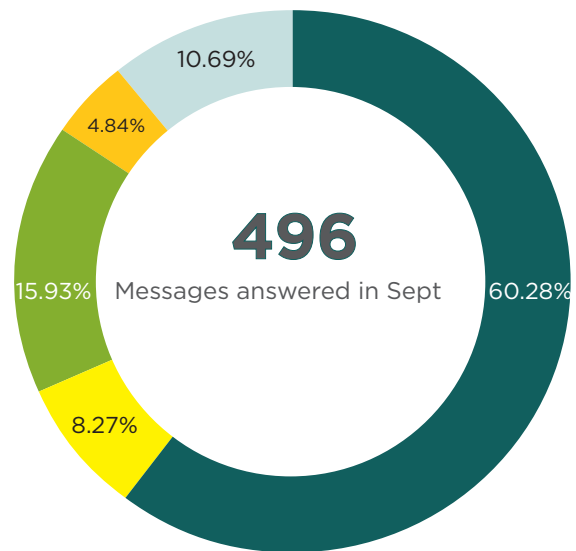
Total Users' Messages



640

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

OCTOBER TOPIC OF THE MONTH



TRACKING THE PROGRESS OF YOUR SUBMITTED TICKET

146

New User Accounts created in SEPTEMBER

Report Contributors: Chun-Min Chang, Michelle David, Laura Harris, Jim Leikert