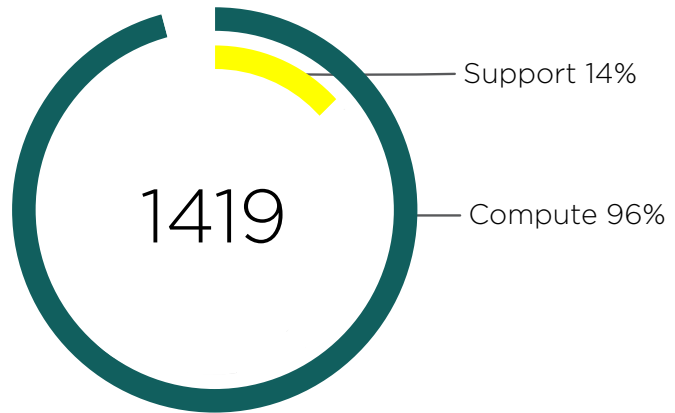


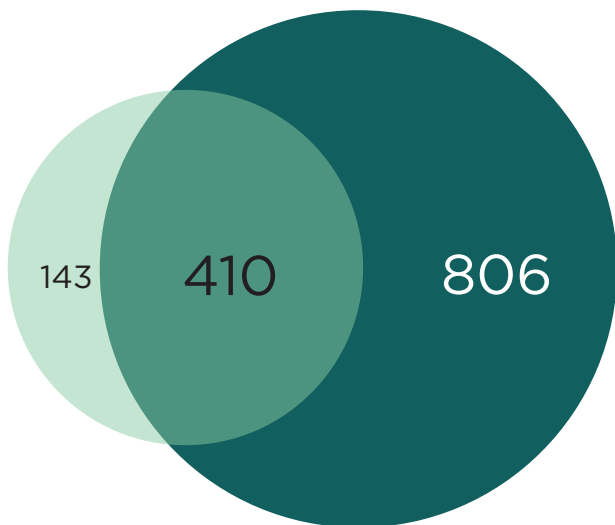
ICER SERVICE REPORT

Sept. 2022

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:

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

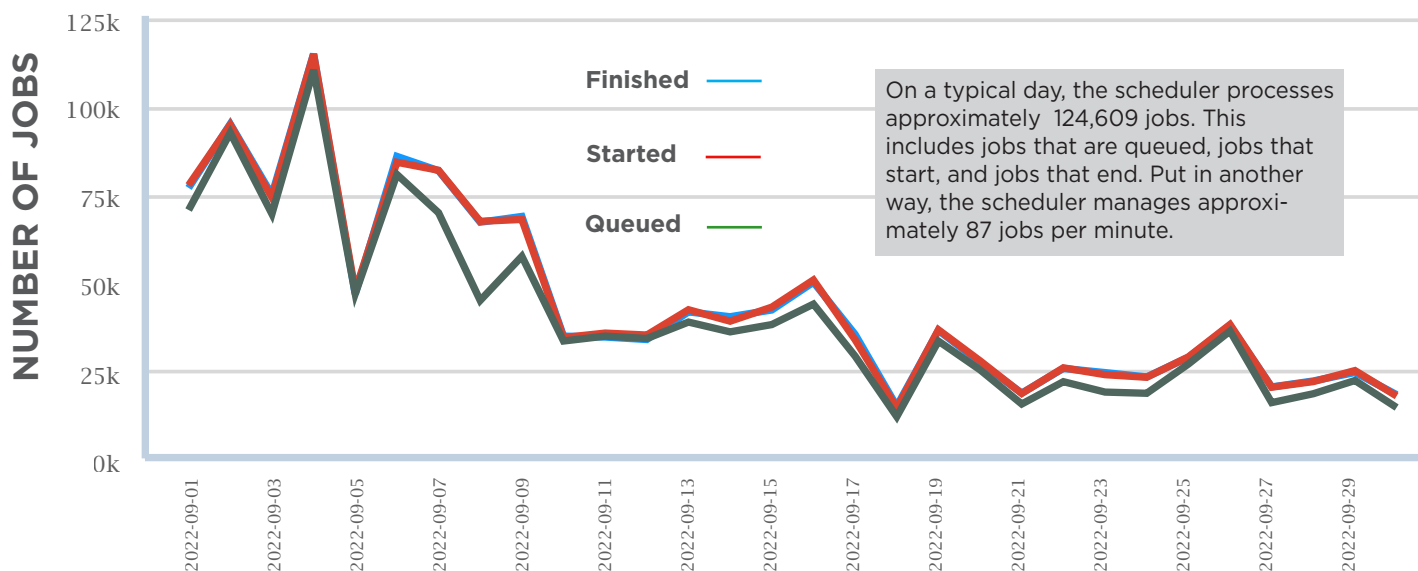
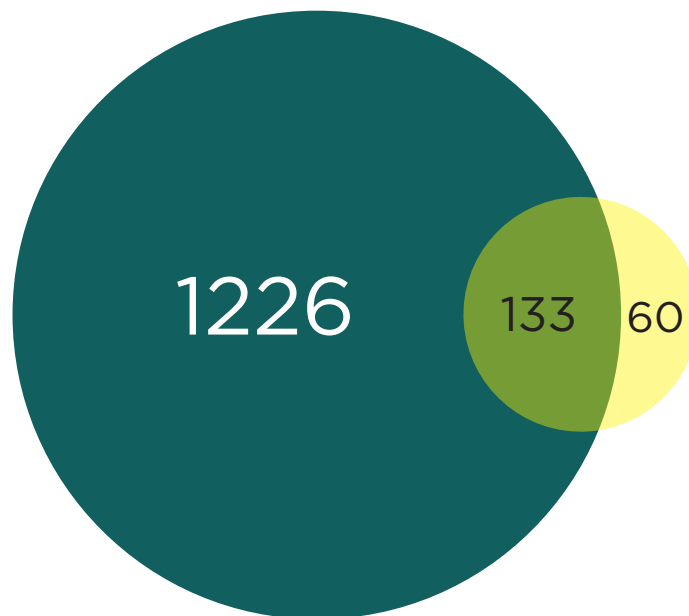
806 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

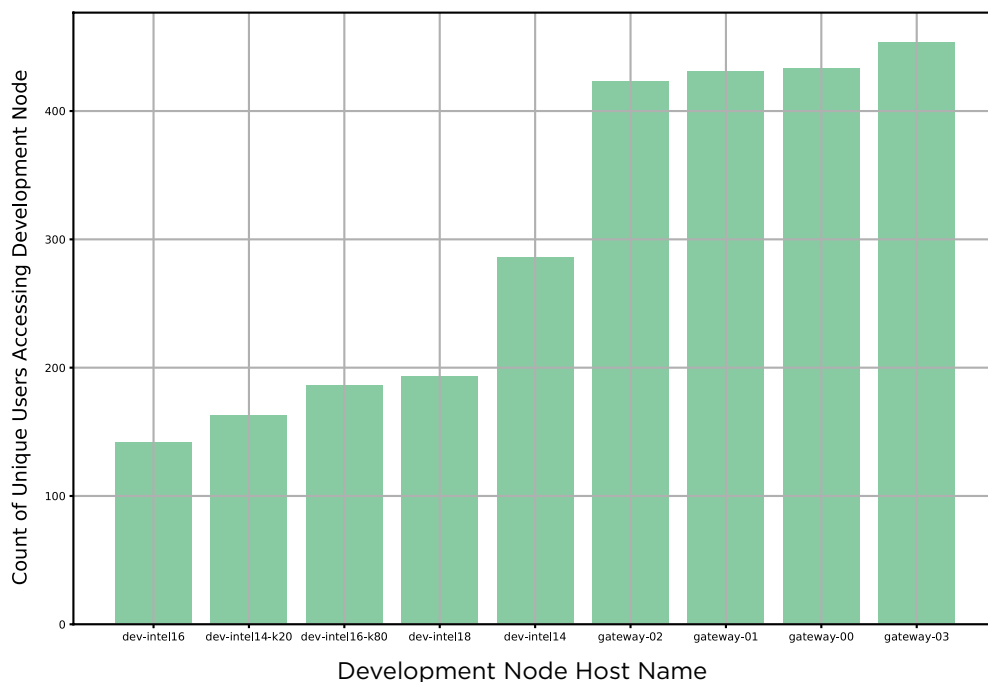
148

New User Accounts created
in September

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



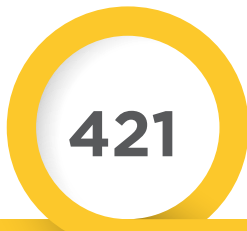
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY



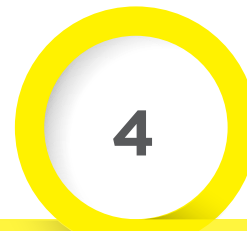
Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

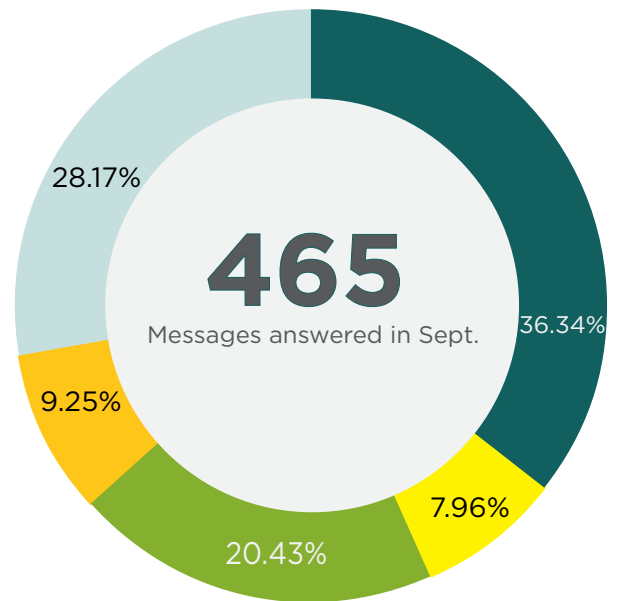


815
Total Users' Messages



633
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



ANDREW FULLARD, PH.D.
Research Consultant

HELP WITH SSH
KEY-BASED A
UTHENTICATION

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