ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

Support 14%

1,305
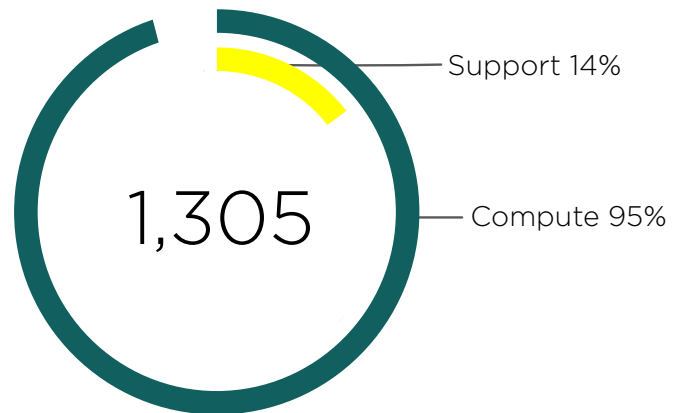
Compute 95%

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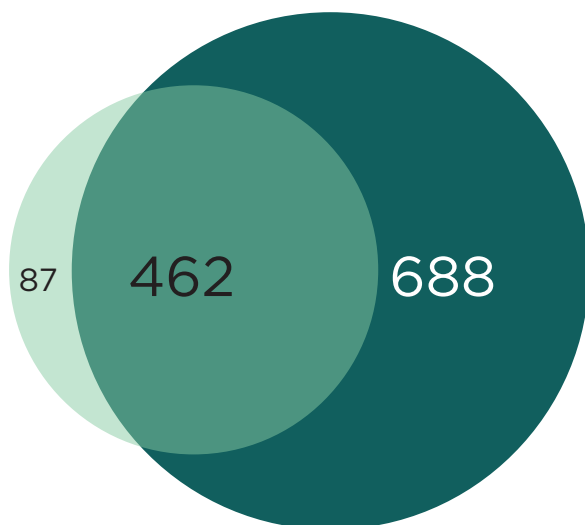
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

87   462   688

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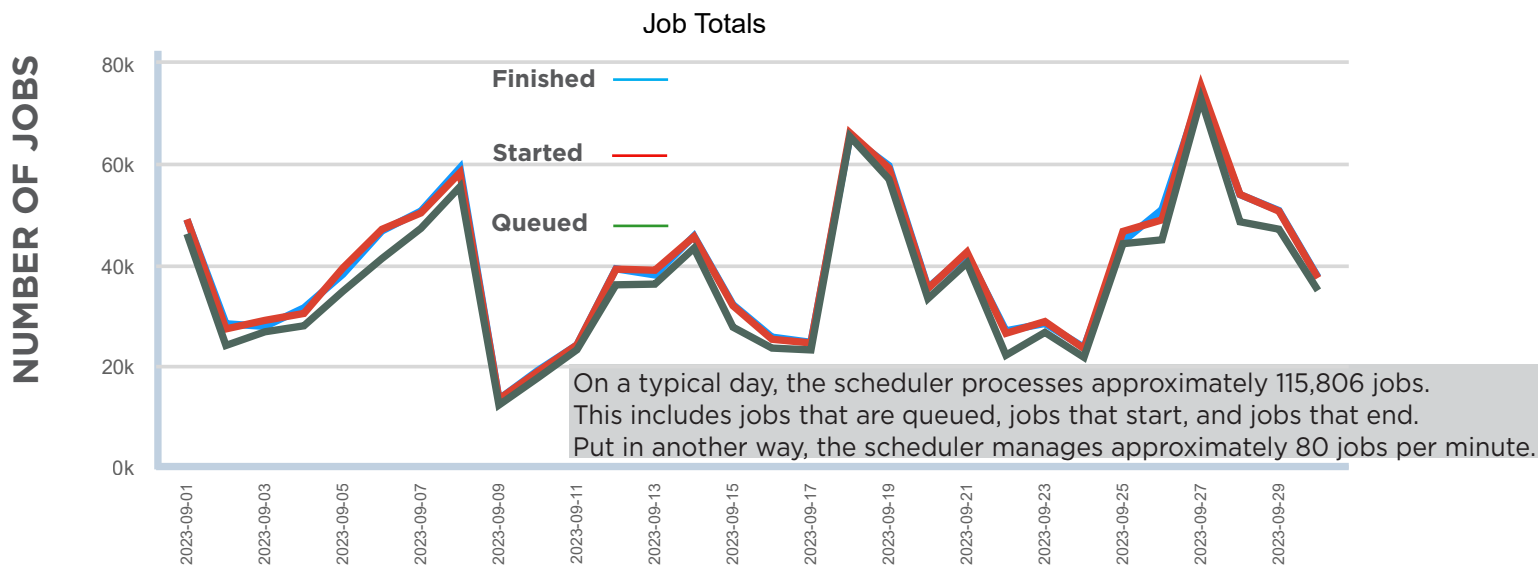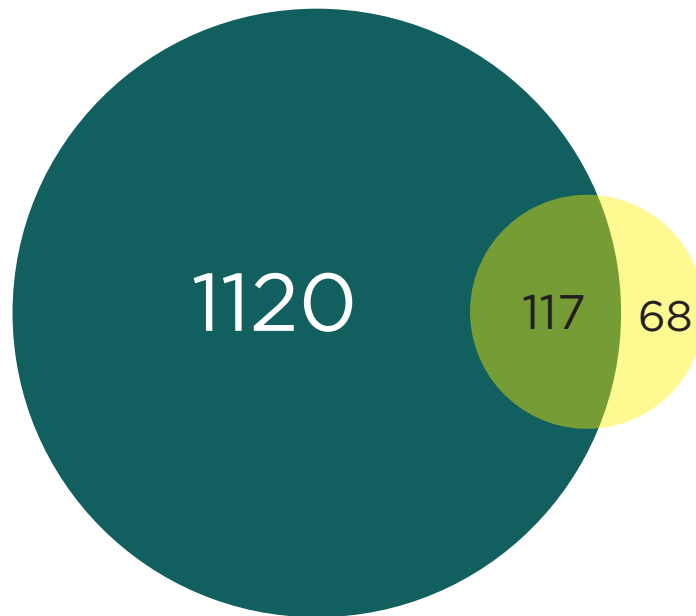**87 users accessed the developer nodes to submit jobs to the queue.**

688 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
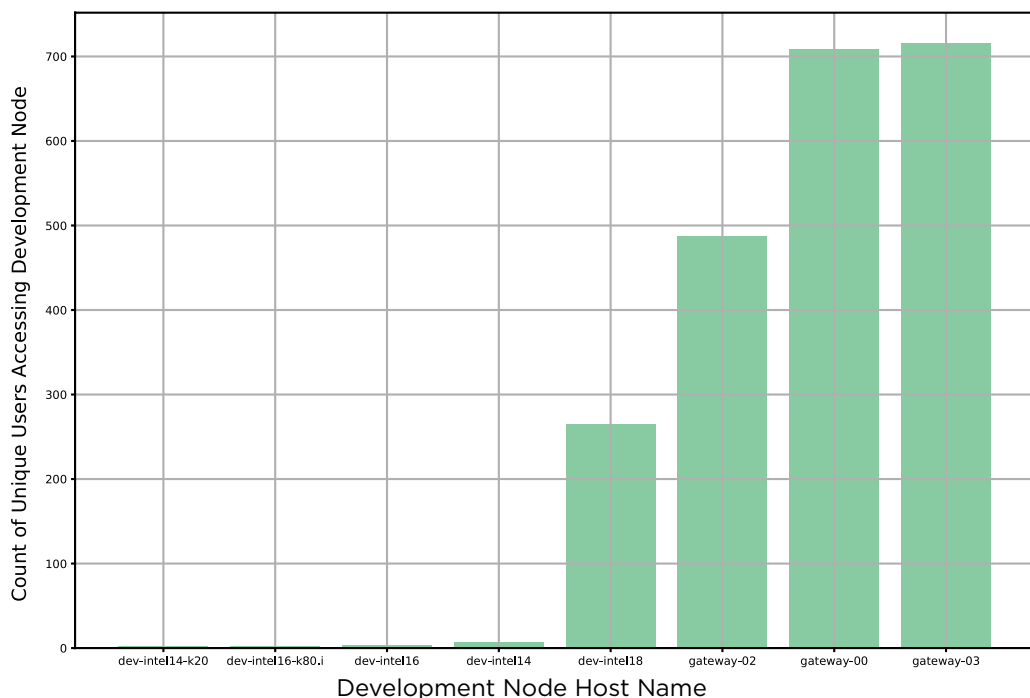> Find development nodes sufficient for their research.

121

New User Accounts created
in September

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1120   **117**   **68**

■ Compute

■ Support

Job Totals

NUMBER OF JOBS

— Finished

— Started

— Queued

On a typical day, the scheduler processes approximately 115,806 jobs.
This includes jobs that are queued, jobs that start, and jobs that end.
Put in another way, the scheduler manages approximately 80 jobs per minute.

x-axis labels: 2023-09-01, 2023-09-03, 2023-09-05, 2023-09-07, 2023-09-09, 2023-09-11, 2023-09-13, 2023-09-15, 2023-09-17, 2023-09-19, 2023-09-21, 2023-09-23, 2023-09-25, 2023-09-27, 2023-09-29

y-axis: 0k, 20k, 40k, 60k, 80k

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

y-axis: Count of Unique Users Accessing Development Node

x-axis: Development Node Host Name

x-axis labels: dev-intel14-k20, dev-intel16-k80.i, dev-intel16, dev-intel14, dev-intel18, gateway-02, gateway-00, gateway-03

TICKET ACTIVITY SUMMARY

269 — Tickets **Created**

335 — Tickets **Updated**

249 — Tickets **Resolved**

13 — **Open** Tickets

TICKET MESSAGE SUMMARY

856
Total Users' Messages

357
Total ICER's Messages

TICKET RESOLUTION DATA

329
Messages answered in Sept.

- 40.73%
- 4.86%
- 17.93%
- 10.94%
- 35.56%
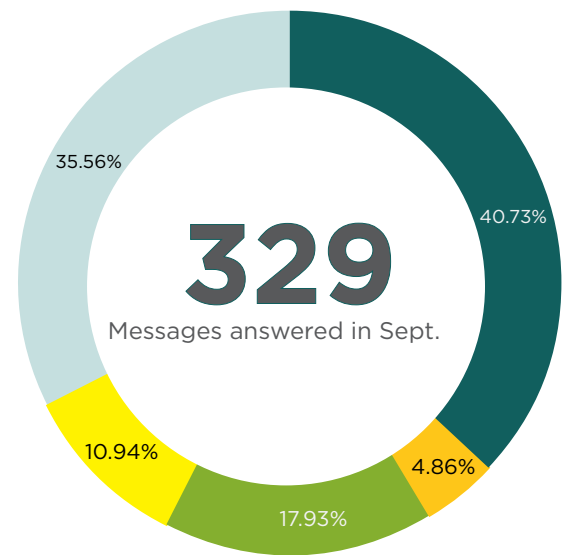
■ Messages answered within 5 hours

■ 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

EASIER WAY TO LAUNCH INTERACTIVE JOBS ON THE HPCC

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