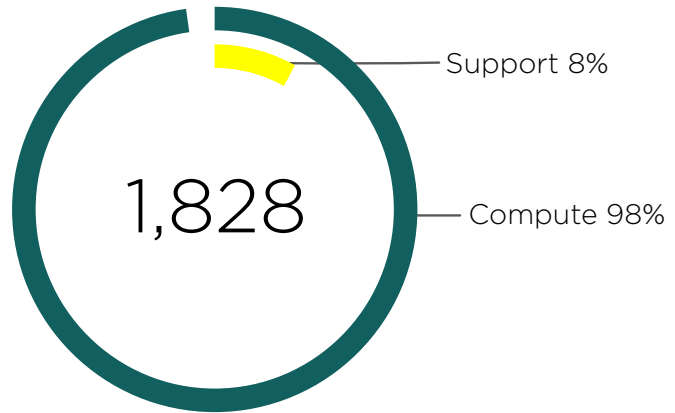


ICER SERVICE REPORT

April 2024

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:

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

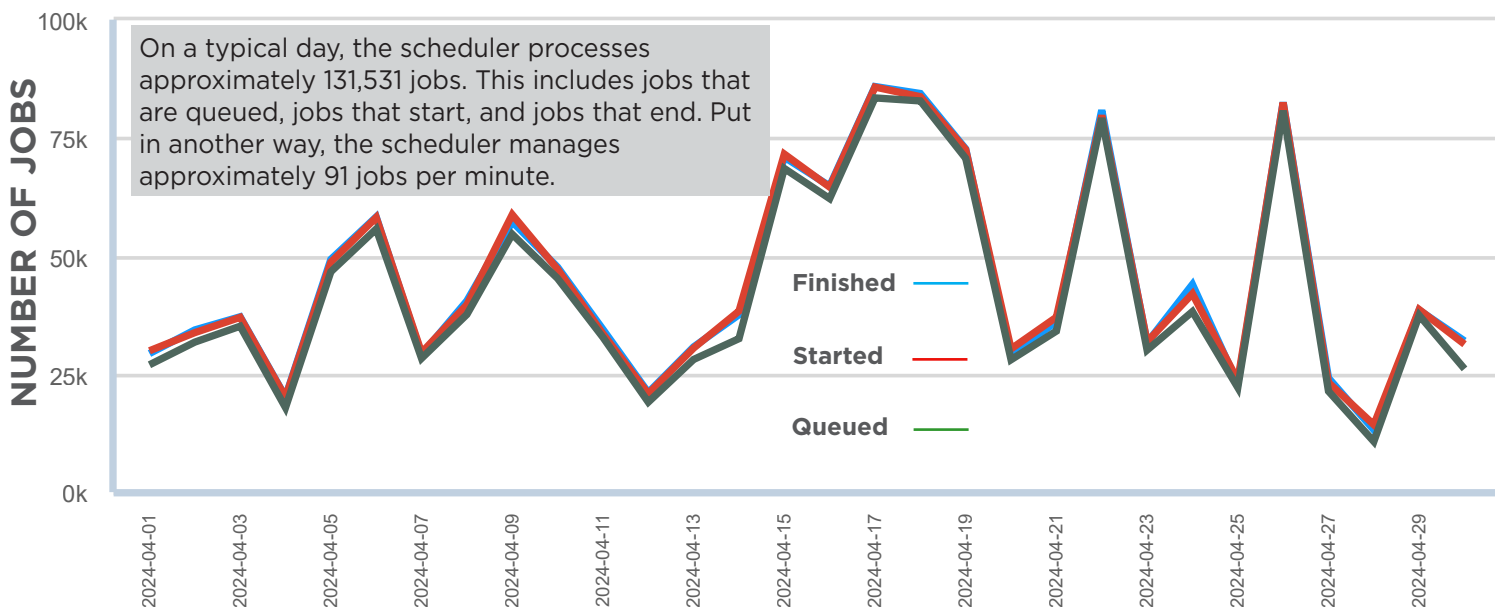
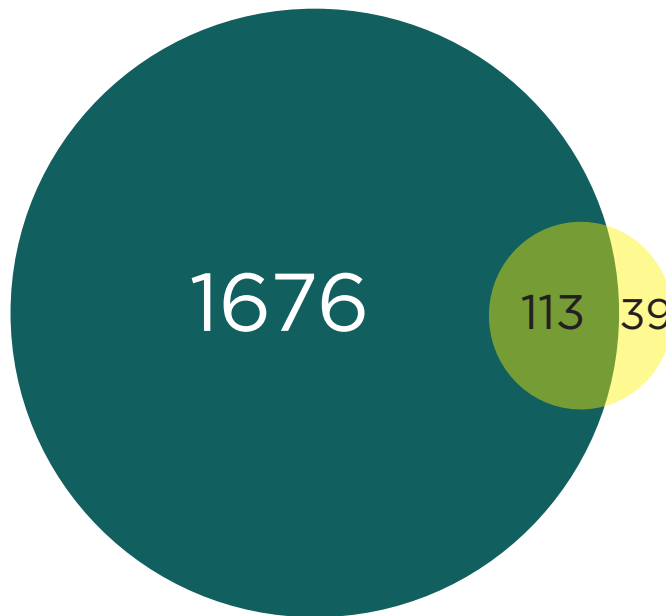
1180 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

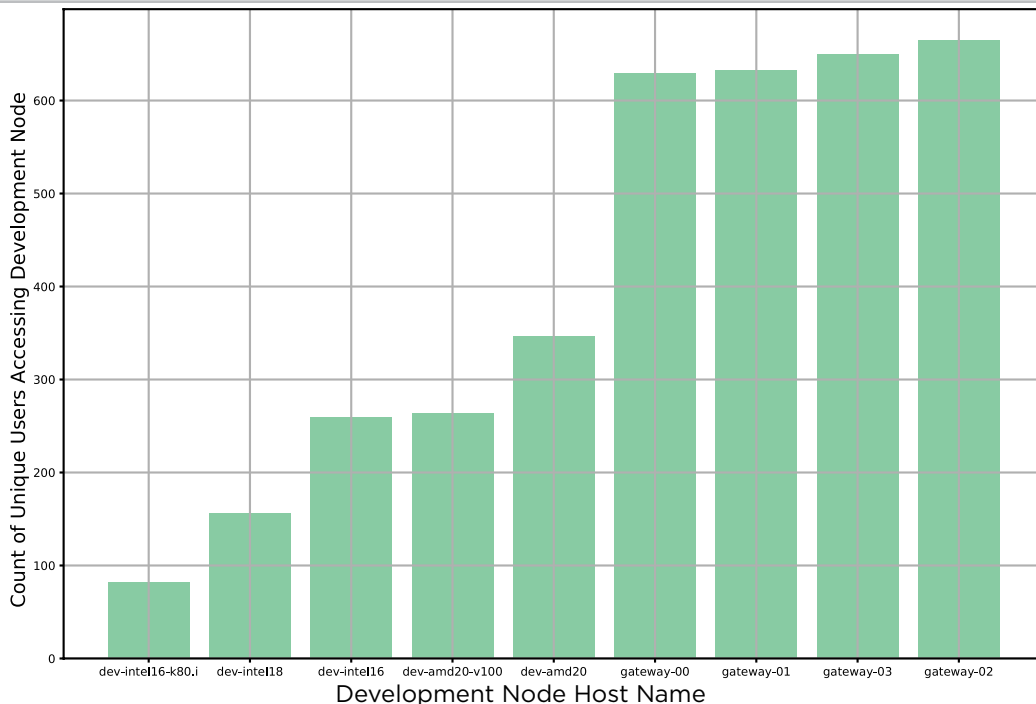
31

New User Accounts created
in April

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

271

Tickets Created

415

Tickets Updated

312

Tickets Resolved

12

Open Tickets

TICKET MESSAGE SUMMARY



864

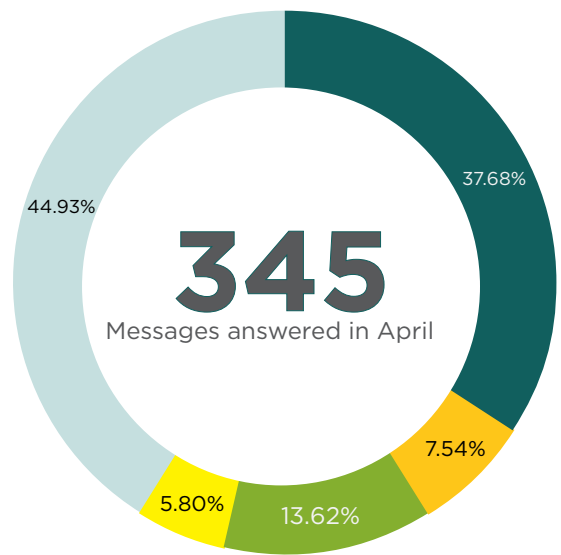
Total Users' Messages



401

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

MAY TOPIC OF THE MONTH



OPERATING SYSTEM
UPGRADE

CRAIG GROSS

Research Consultant

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