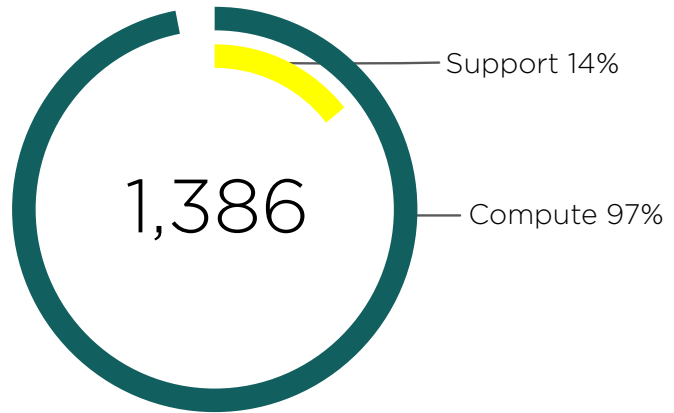


ICER SERVICE REPORT

July 2024

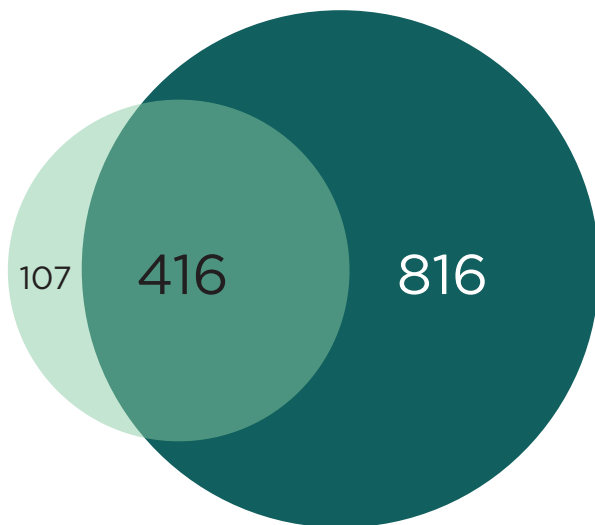
NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



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:

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

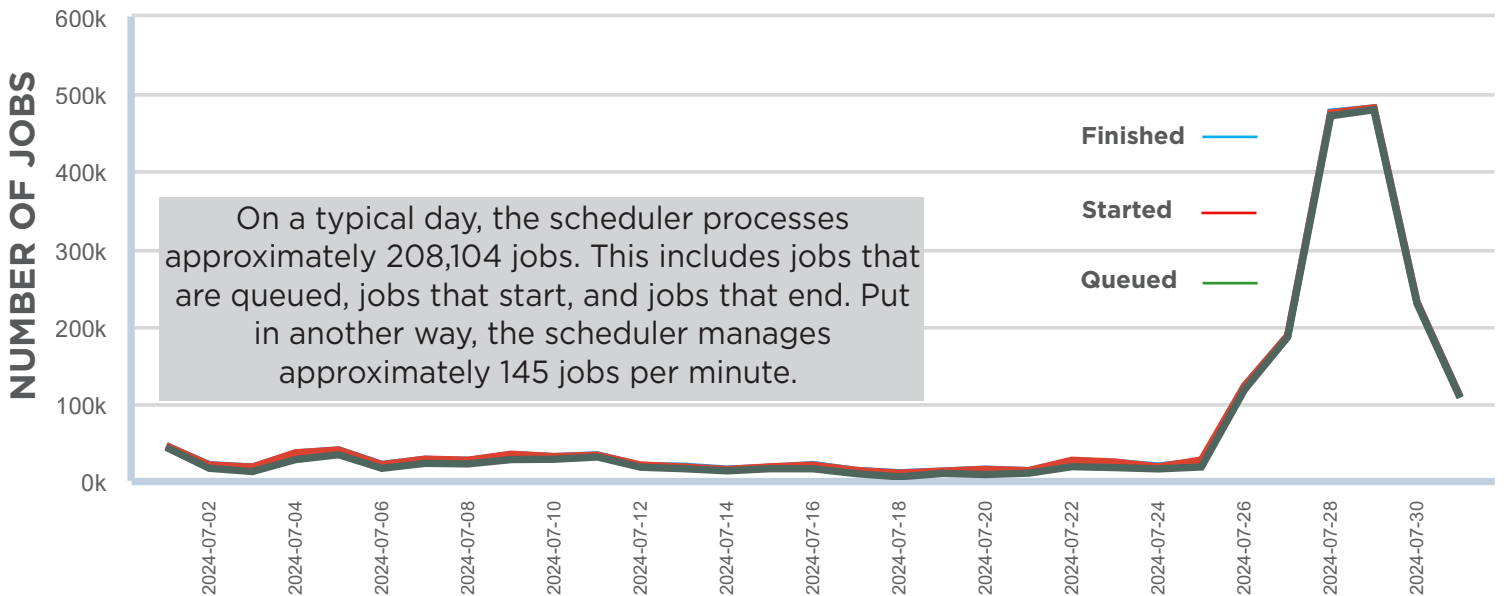
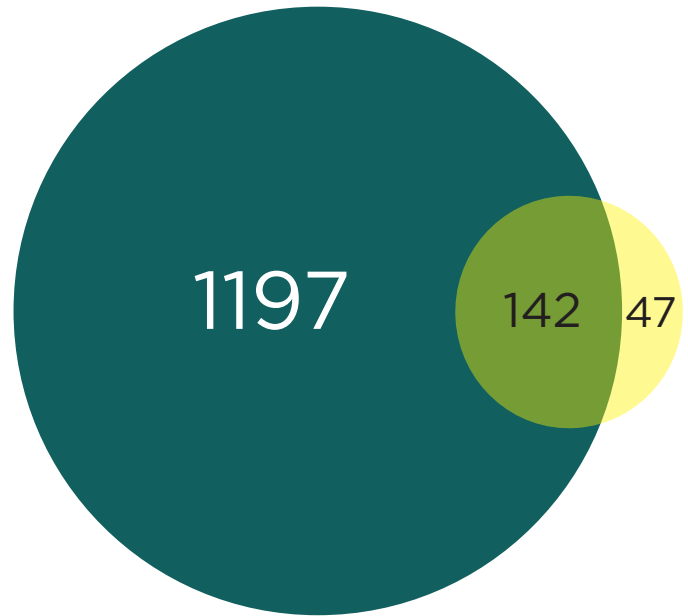
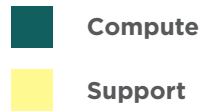
816 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

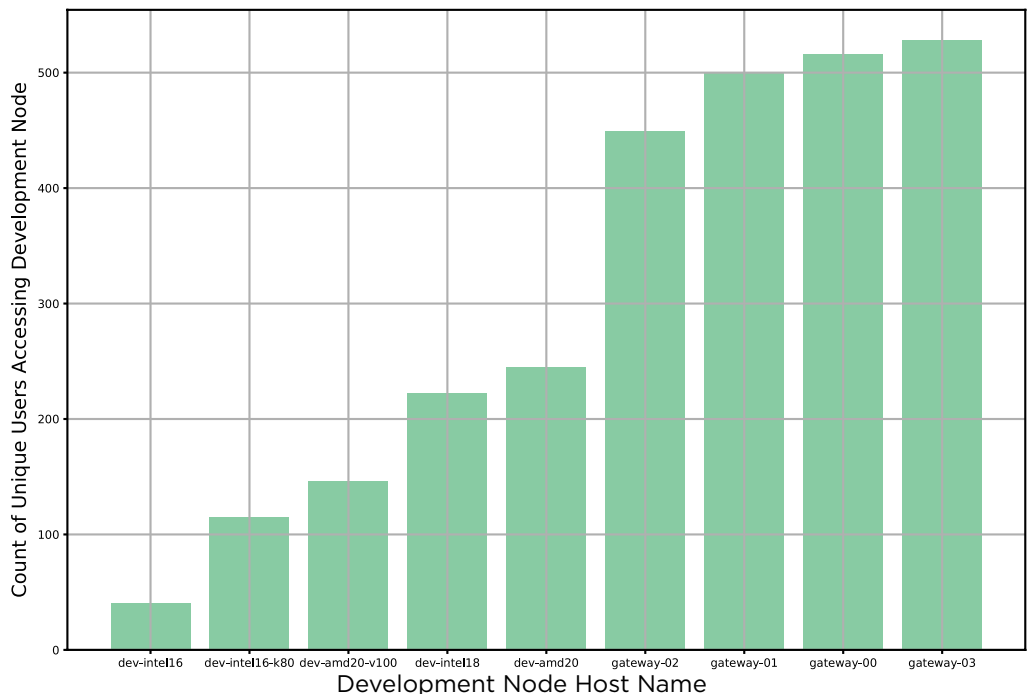
59

New User Accounts created
in July

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

291

Tickets Created

575

Tickets Updated

454

Tickets Resolved

9

Open Tickets

TICKET MESSAGE SUMMARY

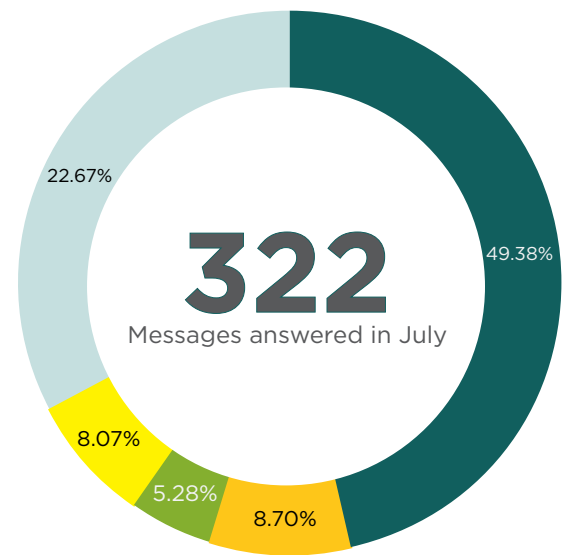


1490
Total Users' Messages



487
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

AUGUST TOPIC OF THE MONTH



**CHANGE TO MODULES
IN SLURM JOBS**
CRAIG GROSS
Research Consultant

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