ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1,410

Support 14%
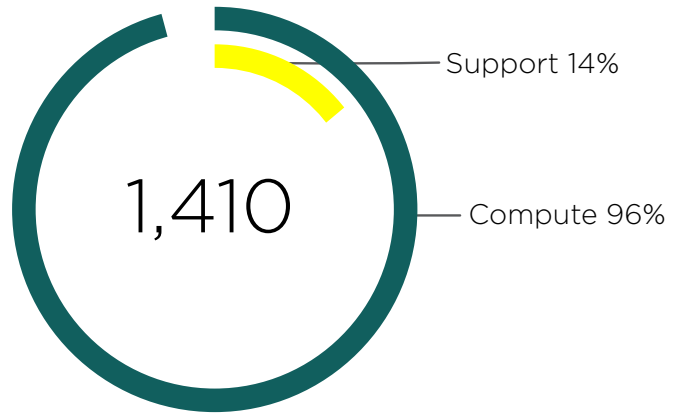
Compute 96%

Batch Queue/Cluster

Developer/Login Nodes
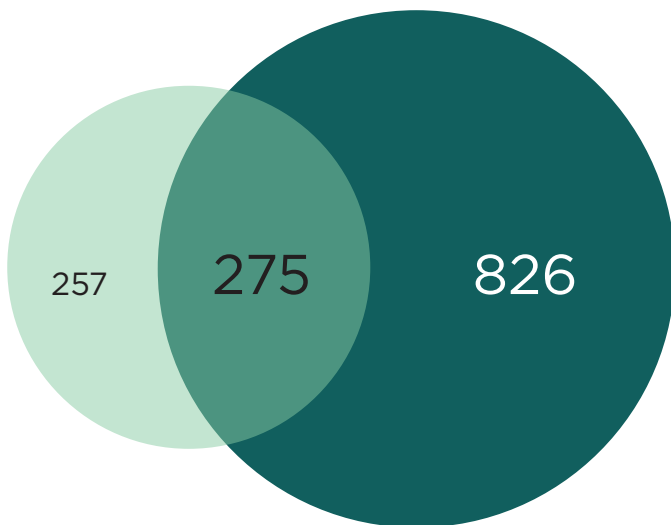
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

257 275 826

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

826 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.

38

New User Accounts created
in June

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

Compute

Support

1206   152   52

NUMBER OF JOBS

Finished

Started
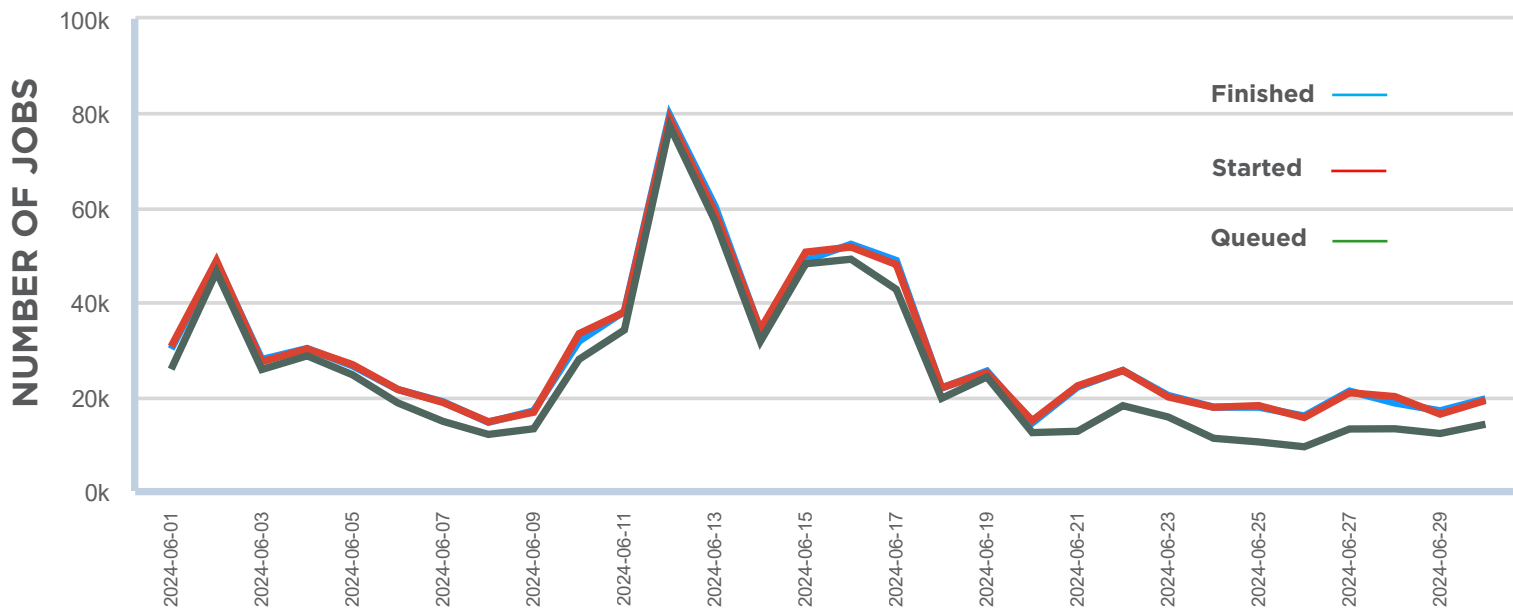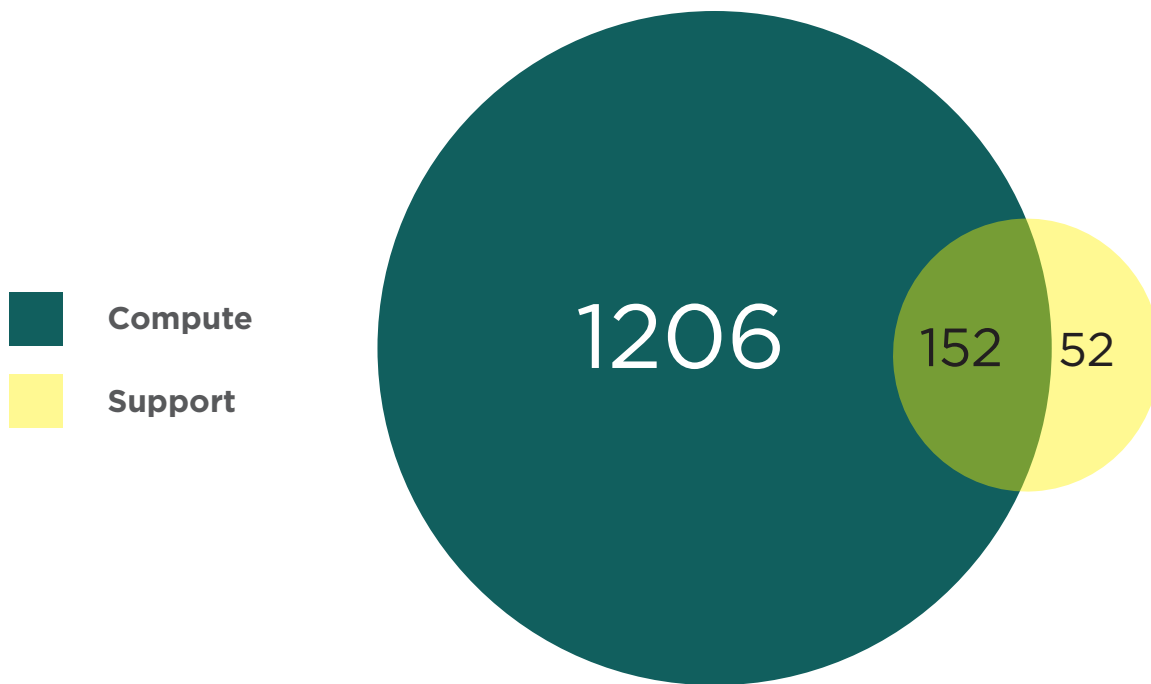
Queued

On a typical day, the scheduler processes approximately 84,513 jobs.
This includes jobs that are queued, jobs that start, and jobs that end.
Put in another way, the scheduler manages approximately 57 jobs per minute.

TICKET ACTIVITY SUMMARY

471 — Tickets **Created**

608 — Tickets **Updated**

364 — Tickets **Resolved**

13 — **Open** Tickets

TICKET MESSAGE SUMMARY

1846
Total Users' Messages

415
Total ICER's Messages

JULY TOPIC OF THE MONTH

ICER

REMINDER FOR USERS TRANSFERRING DATA FROM GOOGLE DRIVE TO THE HPCC

TICKET RESOLUTION DATA

422
Messages answered in June

- 28.44%
- 8.06%
- 10.43%
- 13.27%
- 51.18%
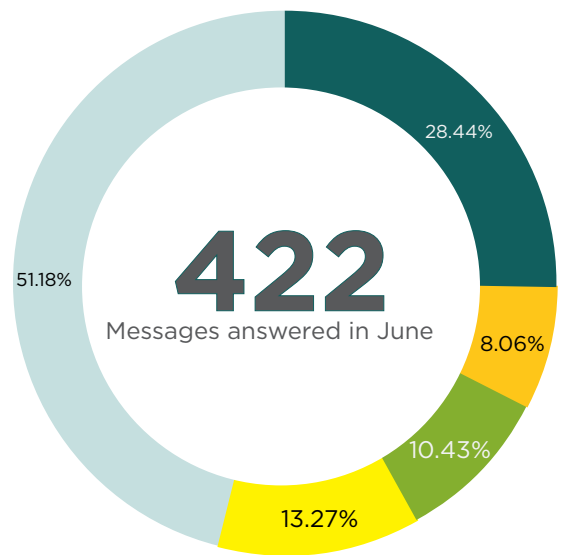
■ Messages answered within 5 hours

■ 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

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