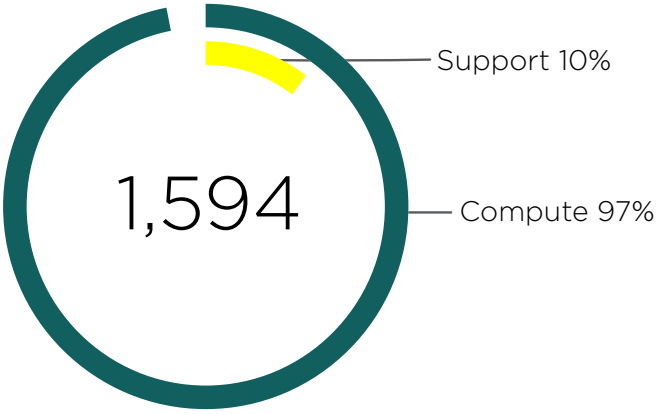
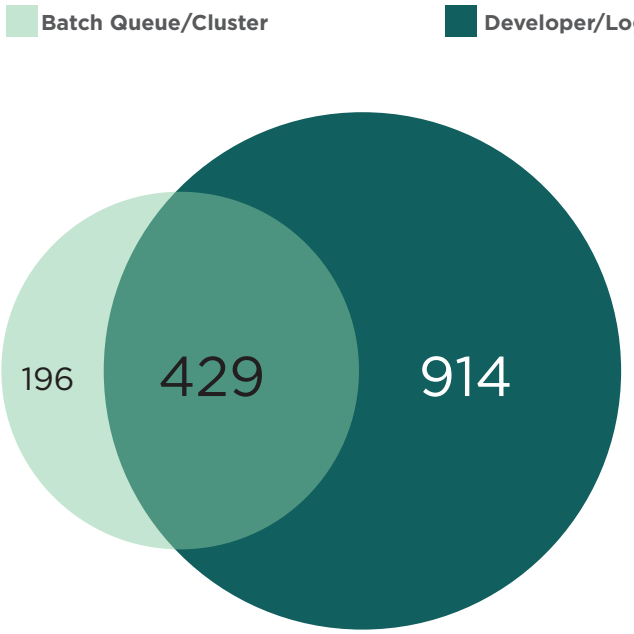
ICER SERVICE REPORT

March 2024

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES



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

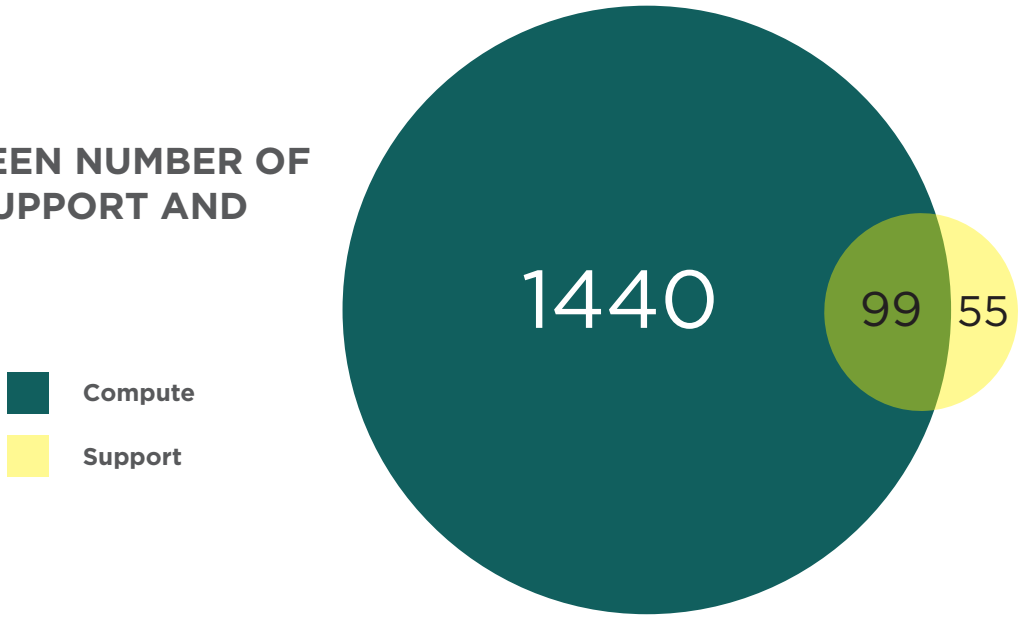
914 interactive users utilized only ICER developer nodes to do their work. This includes users who:
> Only need access to software (ex. Matlab, mathematica)
> Are still in the software development process and have not submitted a job
> Find development nodes sufficient for their research.

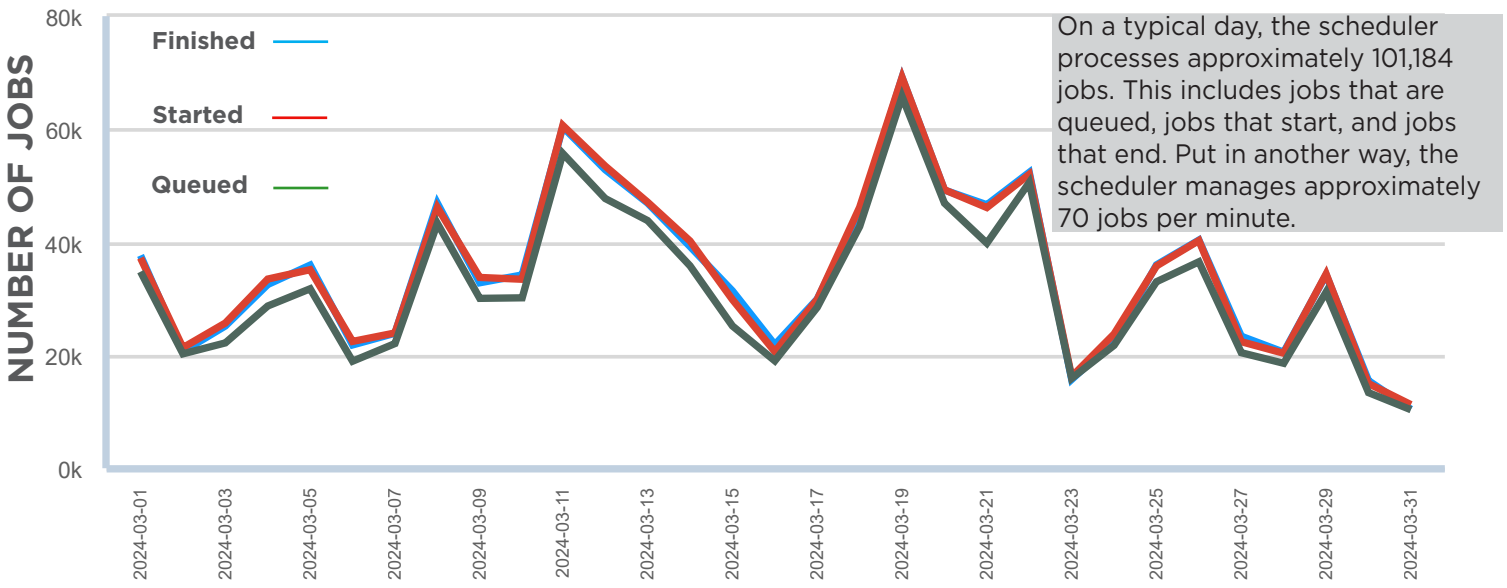
57

New User Accounts created

in March

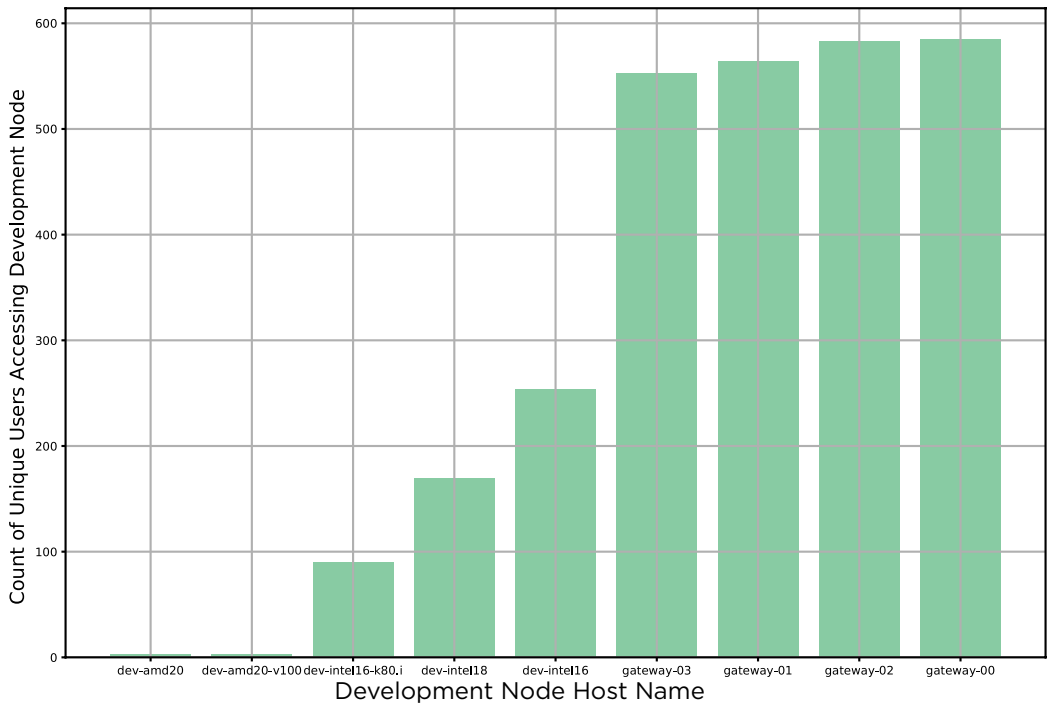
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE





On a typical day, the scheduler processes approximately 101,184 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 70 jobs per minute.

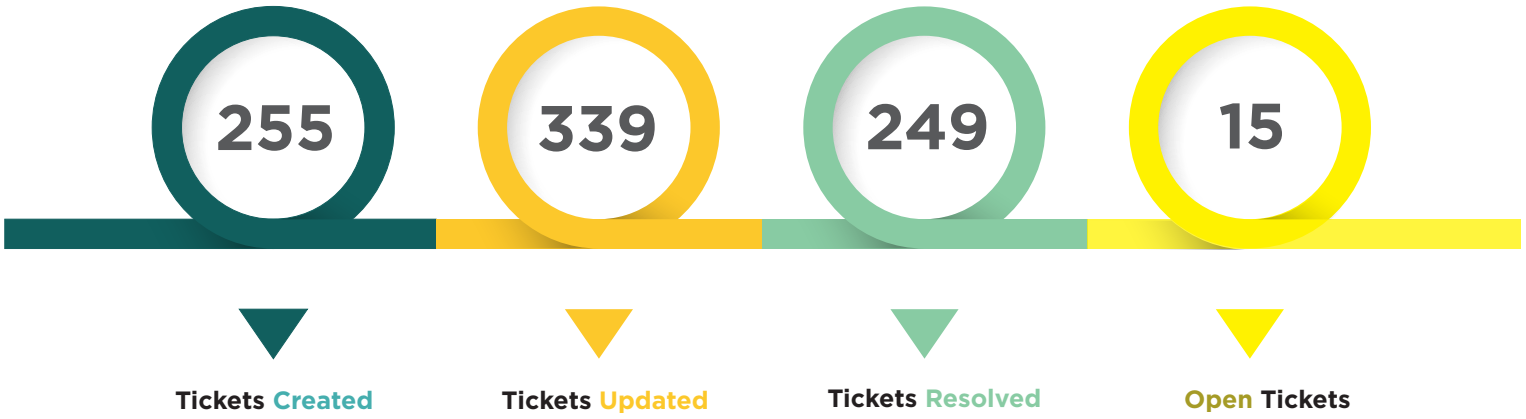
COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



ICER SERVICE REPORT

March 2024

TICKET ACTIVITY SUMMARY

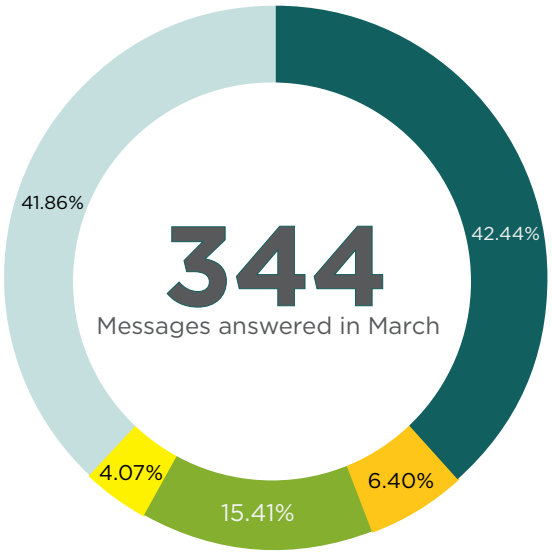


TICKET MESSAGE SUMMARY

781
Total Users' Messages

390
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

APRIL TOPIC OF THE MONTH

ICER

SOFTWARE NEEDS FOR ICER'S OPERATING SYSTEM UPGRADE

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