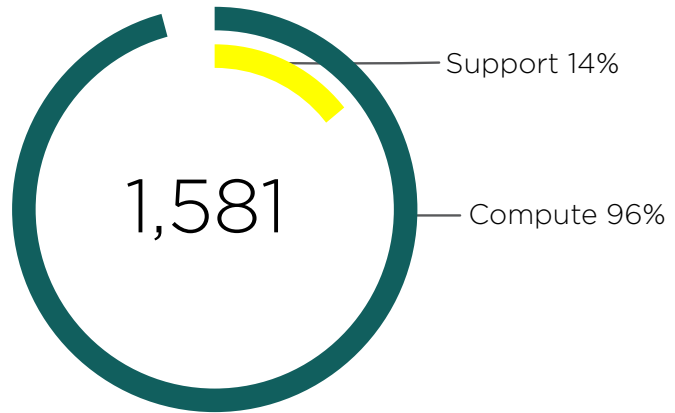


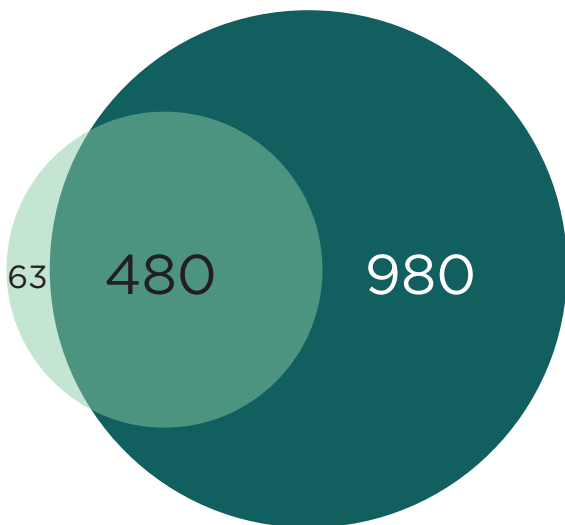
# ICER SERVICE REPORT

May 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:

**63 users accessed the developer nodes to submit jobs to the queue.**

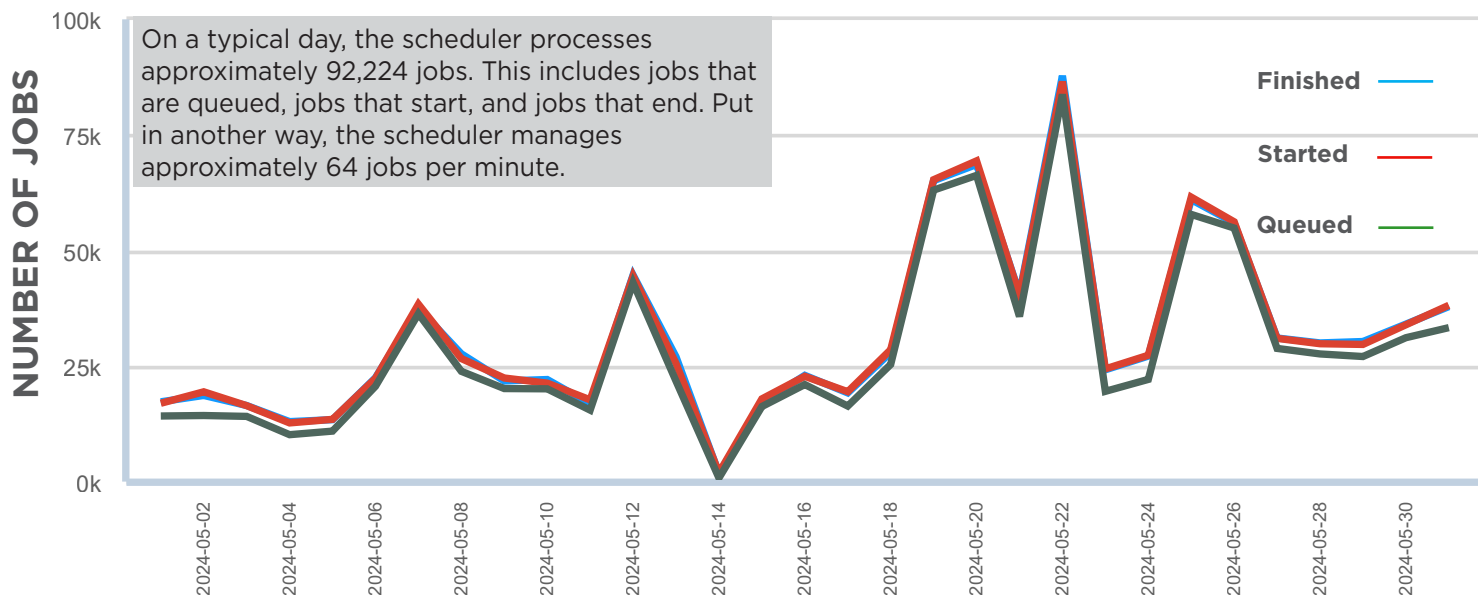
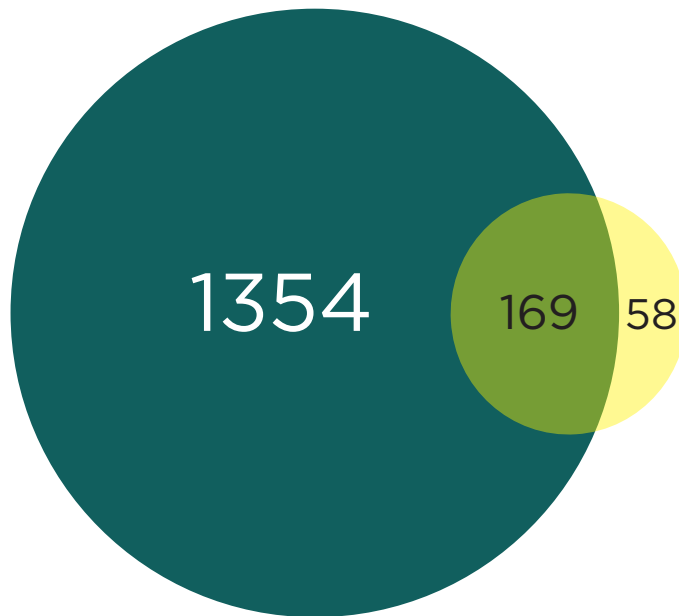
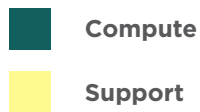
**980 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

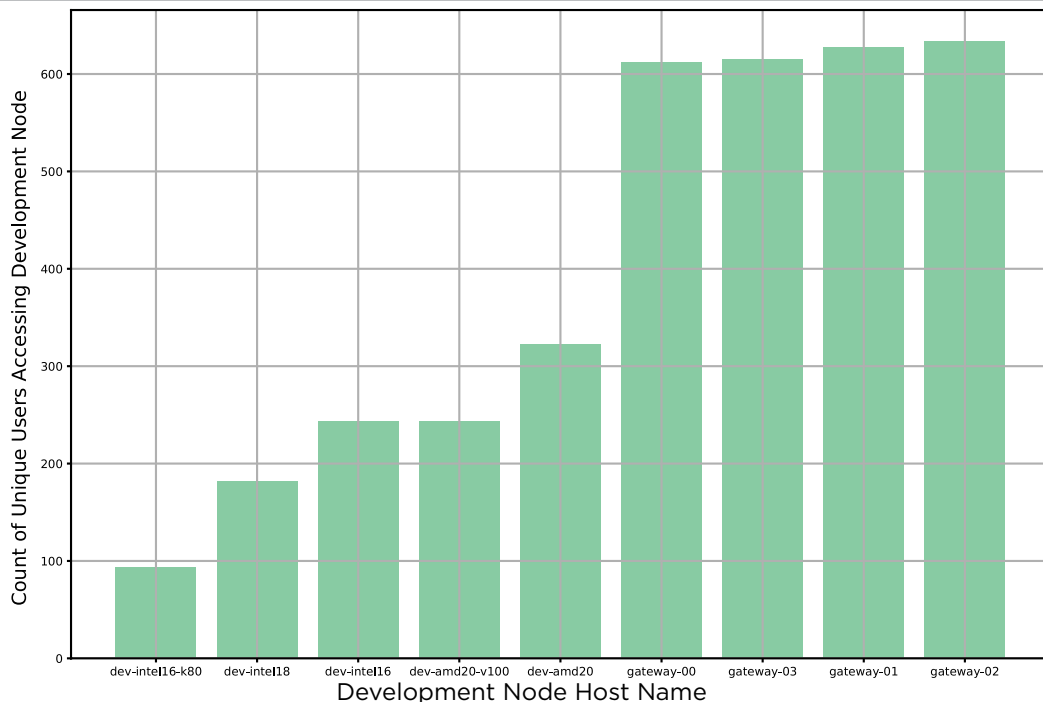
# 70

New User Accounts created  
in May

### COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

341

Tickets Created

466

Tickets Updated

332

Tickets Resolved

25

Open Tickets

TICKET MESSAGE SUMMARY

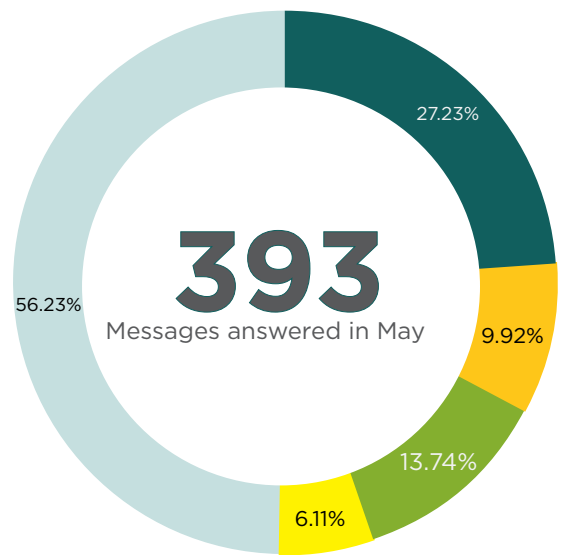


1039  
Total Users' Messages



433  
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

JUNE TOPIC OF THE MONTH



NEW OS AND ONDEMAND WORKAROUNDS

DIRK COLBRY

Director of User Support

Report Contributors:  
Michelle David  
Jim Leikert  
Kylie McClung