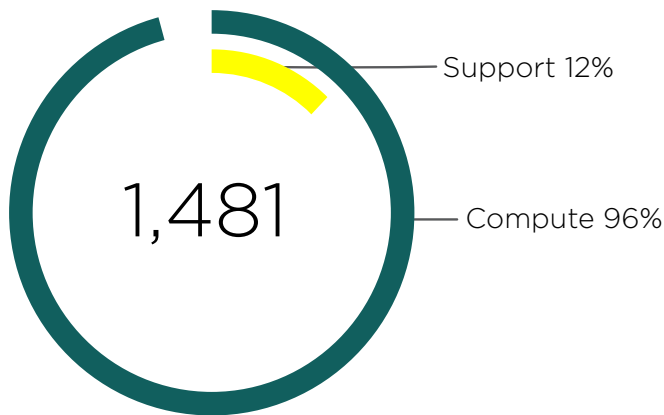


# ICER SERVICE REPORT

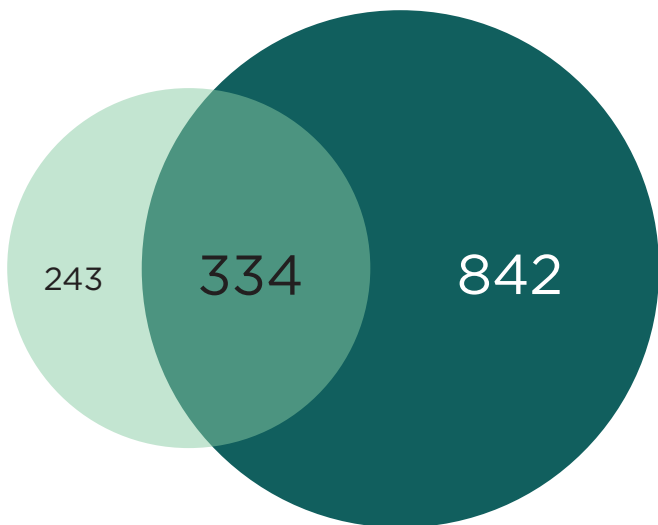
Oct. 2024

## 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:

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

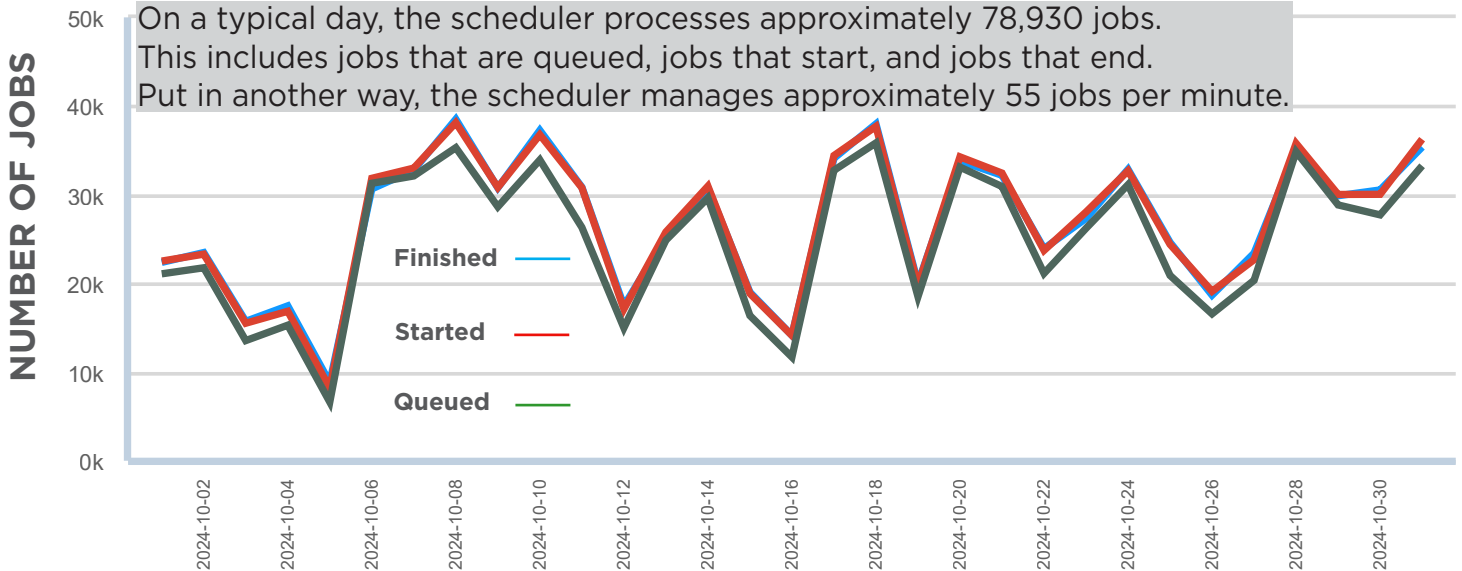
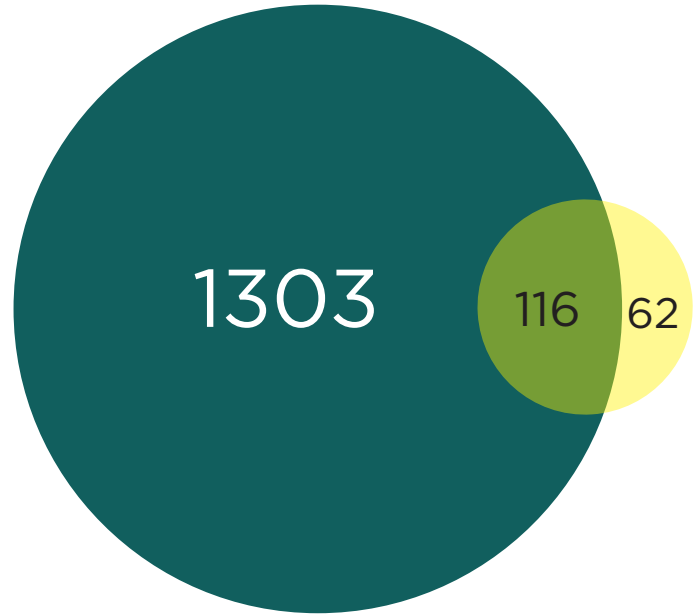
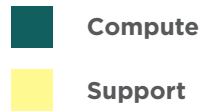
**842 interactive users utilized only ICER developer nodes to do their work.** This includes users who:

- > 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.

# 106

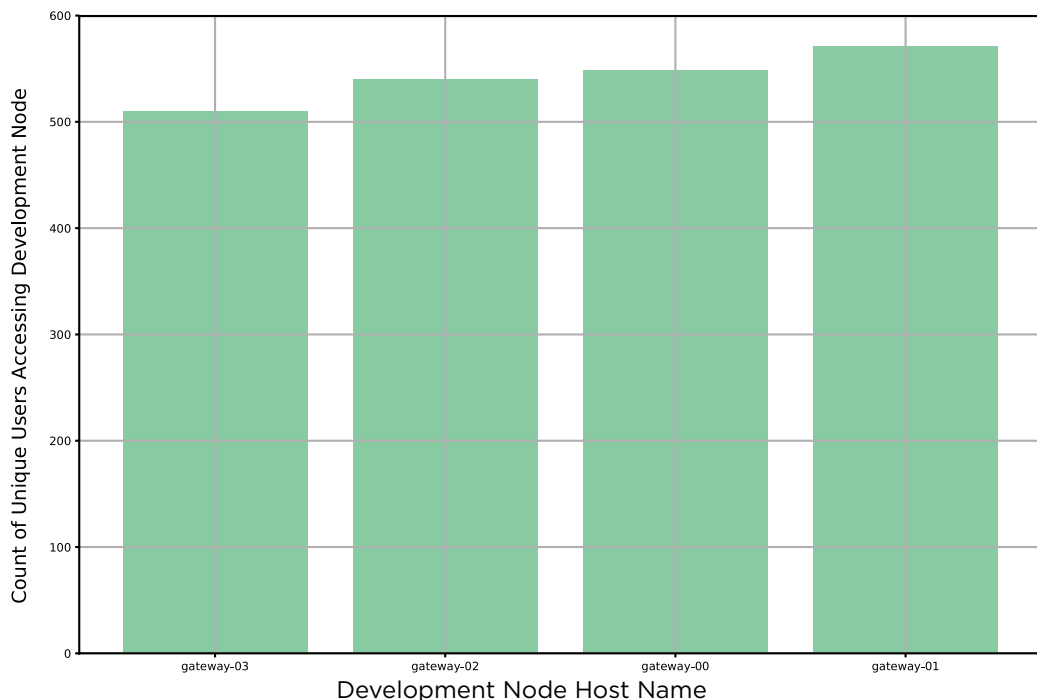
New User Accounts created  
in October

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



### COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

**Note:** not all development nodes are listed as ICER is finishing upgrading to a new operating system.



TICKET ACTIVITY SUMMARY



Tickets Created



Tickets Updated



Tickets Resolved



Open Tickets

TICKET MESSAGE SUMMARY

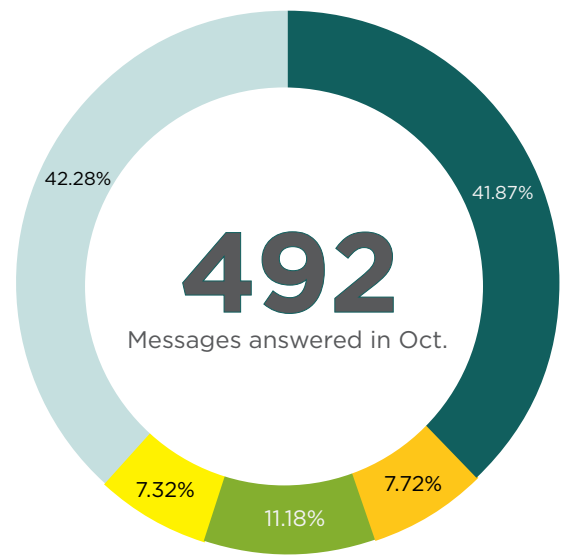


1109  
Total Users' Messages



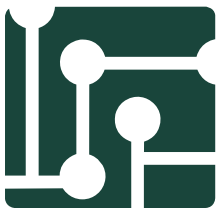
526  
Total ICER's Messages

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

NOVEMBER TOPIC OF THE MONTH



UPDATING HOST IDENTIFICATION KEYS FOR GATEWAY NODES

ICER

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