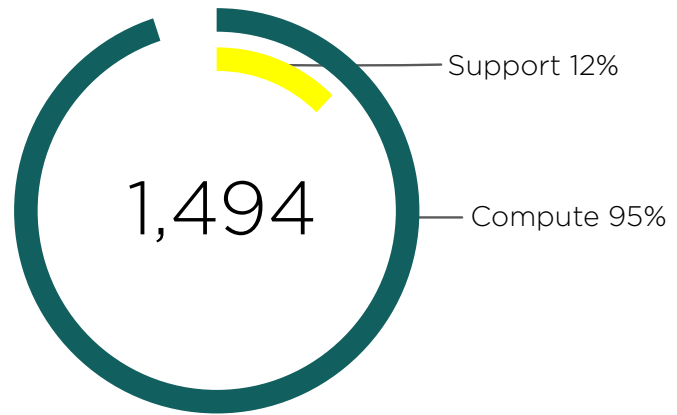


ICER SERVICE REPORT

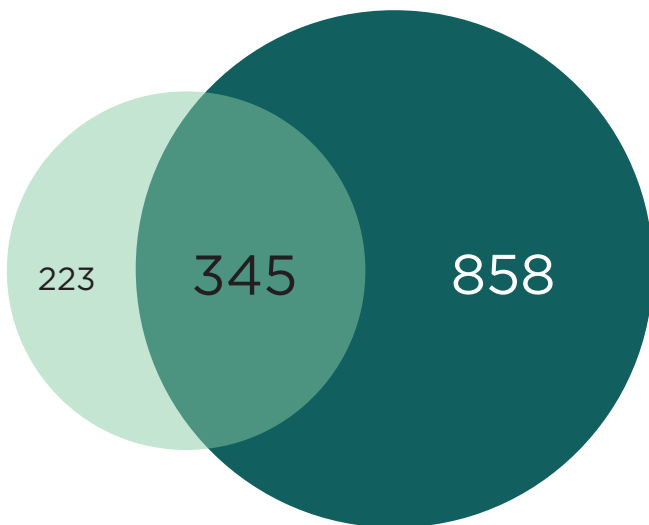
Sept. 2024

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:

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

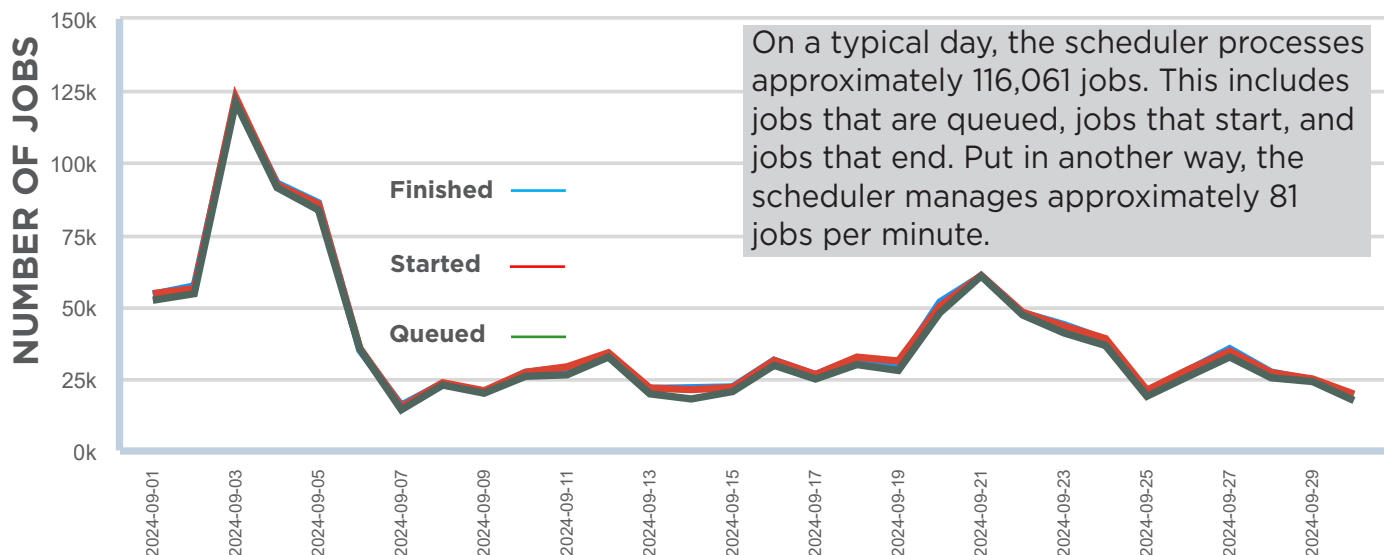
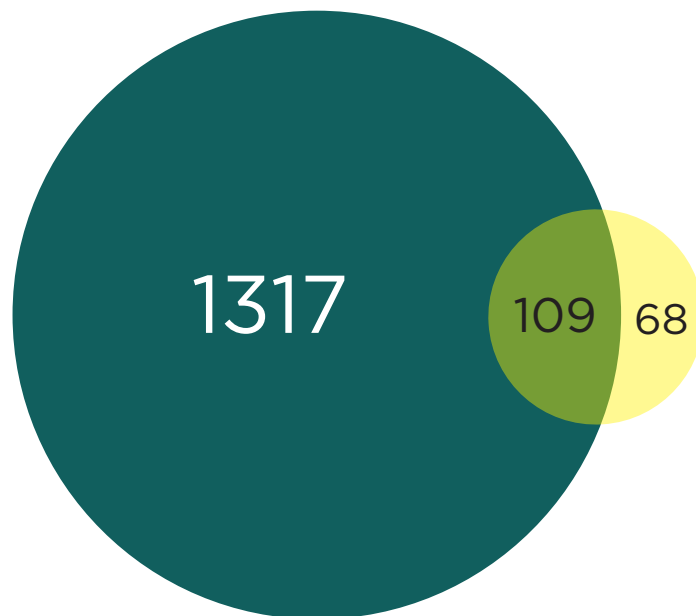
858 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

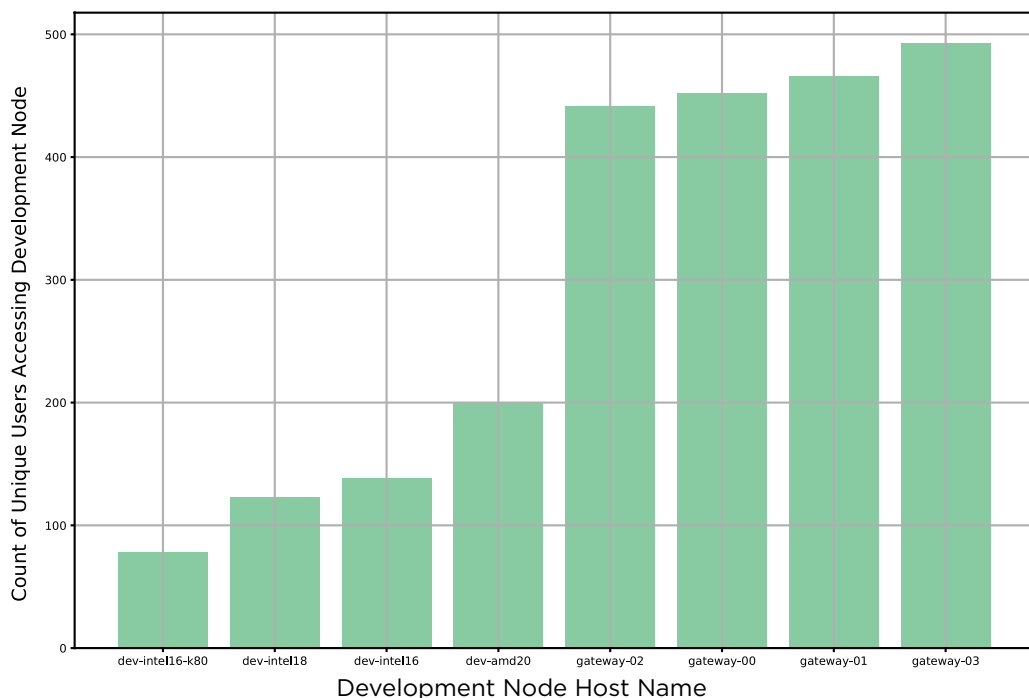
215

New User Accounts created
in September

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE



COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES



TICKET ACTIVITY SUMMARY

310

Tickets Created

442

Tickets Updated

331

Tickets Resolved

1

Open Tickets

TICKET MESSAGE SUMMARY

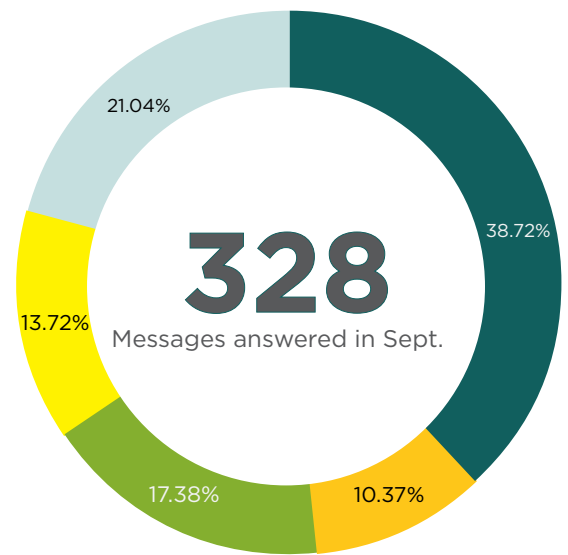


1109
Total Users' Messages



409
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

OCTOBER TOPIC OF THE MONTH



HOME SYSTEM
MIGRATION COMPLETE

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