ICER SERVICE REPORT

FEB 2020

NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

1172
- Compute 97%
- Support 13%

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

546
- Developer/Login Nodes
- Batch Queue/Cluster

570
- Interactive users utilized only ICER developer nodes to do their work. This includes users who:
  > Only need access to software (ex. Matlab, mathematica)
  > Still in the software development process and have not submitted a job
  > Find development nodes sufficient for their research.

24

* Unfortunately, we do not have available data for workshops this month.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 129,620 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 90 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- **Tickets Created**: 212
- **Tickets Updated**: 346
- **Tickets Resolved**: 250
- **Open Tickets**: 23

TICKET MESSAGE SUMMARY

- **Total Users’ Messages**: 532
- **Total ICER’s Messages**: 629

TICKET RESOLUTION STATISTIC

- **532 Messages answered in February**

- **Messages answered within 5 hours**: 11.44%
- **Messages answered within 5 - 12 hours**: 6.33%
- **Messages answered within 12 hours - 24 hours**: 20.44%
- **Messages answered within 24 hours - 2 day**: 4.38%
- **Messages answered in more than 2 days**: 57.42%

NOVEMBER TICKET HIGHLIGHTS

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**HOW TO DEACTIVATE CONDA BASE ENVIRONMENT**

48 New User Accounts created in February
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