NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

This figure shows a breakdown of users utilizing ICER’s services. There were 1154 researchers utilizing ICER’s services. Of these, 97% used compute resources while 12% used support services.

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

This figure shows a breakdown of users accessing ICER compute services: 470 users accessed the developer nodes to submit jobs to the queue. 583 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.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

This figure shows a breakdown of users accessing ICER support services. There were 113 users utilizing ICER support services. These support services include support tickets, ICER workshops and office hours.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 321,759 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 223 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

Tickets Created: 196
Tickets Updated: 292
Tickets Resolved: 192
Open Tickets: 18

TICKET MESSAGE SUMMARY

Total Users' Messages: 460
Total ICER’s Messages: 499

TICKET RESOLUTION STATISTIC

Messages answered within 5 hours: 10.88%
Messages answered within 5 - 12 hours: 16.18%
Messages answered within 12 hours - 24 hours: 3.98%
Messages answered within 24 hours - 2 day: 10.88%
Messages answered in more than 2 days: 9.28%

377 Messages answered in March

APRIL TICKET HIGHLIGHTS

YONGJUN CHOI
Research Consultant
TIPS FOR HPCC DEV-NODE USAGE

160 New User Accounts created in March
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