This figure shows a breakdown of users that use iCER support services. These support services include support tickets, iCER workshops and office hours.

There is no iCER Workshop in the month of April.
On a typical day, the scheduler processes approximately 483,820 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 336 jobs per minute.
**TICKET ACTIVITY SUMMARY**

- Tickets Created: 544
- Tickets Updated: 2227
- Tickets Resolved: 1881
- Open Tickets: 23

**TICKET MESSAGE SUMMARY**

- Total Users' Messages: 1097
- Total iCER's Messages: 2491

**TICKET RESOLUTION STATISTIC**

- Messages answered in April: 699 (42.51%)
- Messages answered within 5 hours: 12.88%
- Messages answered within 5 - 12 hours: 8.15%
- Messages answered within 12 hours - 24 hours: 19.46%
- Messages answered within 24 hours - 2 day: 6.72%
- Messages answered in more than 2 days: 12.88%

**MARCH TICKET HIGHLIGHTS**

- CHUN-MIN CHANG
  - Research Consultant
  - JOB POLICIES ON CPU TIME LIMITS

**31 New User Accounts created in April**
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