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

**List of iCER workshops in January:**
- Introduction HPCC
- Introduction Linux/Unix
- Introduction Python
- Parallel Computing with MATLAB
- R on HPCC

**NUMBER OF USERS USING iCER COMPUTE SERVICES**

- **Developer/Login Nodes**: 302
- **Batch Queue**: 358
- **Mapped Home Drive/Samba**: 73

This figure shows a breakdown of users that use iCER compute services:
- 383 users (358+25) use the developer nodes to submit jobs to the queue.
- 311 interactive users (302+9) only use iCER developer nodes to do their work. This includes users:
  - Only need access to software (ex. Matlab, mathematica)
  - Still in software development process and have not submitted a job
  - Find development nodes are sufficient for their research.
- 16 users only used the iCER file systems to store their files.
- 327 researchers (302+9+16) used iCER hardware outside of the batch queue.

**NUMBER OF USERS USING iCER SUPPORT SERVICES**

- **Tickets**: 196
- **Workshops**: 63
- **Office Hour**: 3

This figure shows a breakdown of users that use 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 155,608 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 108 jobs per minute.

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER
**TICKET ACTIVITY SUMMARY**

- **Tickets Created:** 265
- **Tickets Updated:** 409
- **Tickets Resolved:** 305
- **Open Tickets:** 20

**TICKET MESSAGE SUMMARY**

- **Total Users’ Messages:** 632
- **Total iCER’s Messages:** 754

**TICKET RESOLUTION STATISTIC**

- **Messages answered within 5 hours:** 50%
- **Messages answered within 5-12 hours:** 21%
- **Messages answered within 12 hours - 24 hours:** 9%
- **Messages answered within 24 hours - 2 day:** 13%
- **Messages answered in more than 2 days:** 7%

**JANUARY TICKET HIGHLIGHTS**

**NANYE LONG**
Research Consultant
TRIMMING R OBJECTS TO REDUCE MEMORY

**110 New User Accounts created in JANUARY**
In an effort to better serve our users, we have been analyzing the software that is being used on the HPC by recording which software modules are being loaded using the “module load” command. Clearly this is not a complete view; many users install their own software in their home directories, some modules are automatically loaded as part of a user profile and there will be a bias toward pleasantly parallel codes which will load their required modules every time a job runs (as compared to bigger jobs which would only load the modules once). However, we find this data interesting and wanted to share it with you.

The pie chart shows the most commonly loaded modules. Note again that the biggest ones are the ones included in a user’s default profile such as MATLAB, Python, and R. These modules get loaded every time they log in or run a job. As can be seen clearly, the default modules get loaded in an order of magnitude more than many of the other modules.

After taking out the default modules, the pie chart on the right shows more modules that users are choosing to include in their .bashrc files and being submitted on a lot of jobs.

Report Contributors:
Camille Archer
Pat Bills
Chun-Min Chang
Jim Leikert
Anne Rolim
Michelle Szidik
Xiaoxing (Adele) Han