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 September:**
- Introduction to HPCC
- Introduction to Linux
- Transition to Slurmon EL

**NUMBER OF USERS USING iCER COMPUTE SERVICES**

Due to the migration of the machine, we are not able to get the data of the number of users using Developer/Login Nodes in the month of September.

**NUMBER OF USERS USING iCER SUPPORT SERVICES**

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

**RESEARCHERS USED ICER SERVICES**

- Total: 666
  - Support: 41%
  - Compute: 82%

**NUMBER OF USERS USING**

- Developer/Login Nodes
- Batch Queue
- Mapped Home Drive/Samba

- 104
- 48
- 392
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 74,557 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 52 jobs per minute.
TICKET ACTIVITY SUMMARY

- Tickets Created: 285
- Tickets Updated: 448
- Tickets Resolved: 324
- Open Tickets: 20

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 625
- Total iCER's Messages: 860

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 25%
- Messages answered within 5 - 12 hours: 6%
- Messages answered within 12 hours - 24 hours: 10%
- Messages answered within 24 hours - 2 day: 8%
- Messages answered in more than 2 days: 51%

OCTOBER TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
REQUEST OF SOFTWARE INSTALLATION IN THE NEW SYSTEM

83 New User Accounts created in SEP
NUMBER OF USERS SUBMITTING JOBS ON SLURM (NEW TEST CLUSTER)

This Graph shows the adoption of our new scheduling Slurm system in the month of September. We made this available to select users early in the month and made it publicly available in late September. The old queueing system (Torque) was disabled on October 15, so this was an important milestone in our transition.

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