This figure shows a breakdown of users who accessed ICER compute services:

**411 users accessed the developer nodes to submit jobs to the queue.**

**461 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.

**969**
- Compute 97%
- Support 15%

**NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES**

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Developer/Login Nodes**
- **Batch Queue/Cluster**

**411**

**461**

**65**
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 444,055 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 308 jobs per minute.

UNIQUE USER COUNT ON DEVELOPMENT NODES
ICER SERVICE REPORT

TICKET ACTIVITY SUMMARY

Tickets Created: 201
Tickets Updated: 372
Tickets Resolved: 285
Open Tickets: 21

TICKET MESSAGE SUMMARY

Total Users' Messages: 402
Total ICER's Messages: 535

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 18.35%
- Messages answered within 5 - 12 hours: 6.01%
- Messages answered within 12 hours - 24 hours: 15.82%
- Messages answered within 24 hours - 2 day: 8.54%
- Messages answered in more than 2 days: 51.27%

NOVEMBER TICKET HIGHLIGHTS

74 New User Accounts created in December

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USING PYTHON ON HPCC SYSTEM
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*there is no data for HPCC service usage distribution for the month of December*