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

ICER October Workshops
- Introduction to Linux
- Introduction to HPCC

### NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

- **429** users accessed the developer nodes to submit jobs to the queue.
- **445** interactive users utilized only ICER developer nodes to do their work. This includes users who:
  - Only need access to software (e.g., 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 SERVICE SERVICES

- **3** tickets
- **5** workshops
- **181** office hours
## COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 428,271 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 297 jobs per minute.

### NUMBER OF JOBS

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<tr>
<th>Date</th>
<th>Queued</th>
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## UNIQUE USER COUNT ON DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 315
- Tickets Updated: 424
- Tickets Resolved: 316
- Open Tickets: 23

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 653
- Total ICER’s Messages: 708

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 474 (54.21%)
- Messages answered within 5 - 12 hours: 6.65%
- Messages answered within 12 hours - 24 hours: 16.63%
- Messages answered within 24 hours - 2 day: 8.61%
- Messages answered in more than 2 days: 13.89%

AUGUST TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
HPCC FAQ

93 New User Accounts created in OCTOBER
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