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

- **423 users accessed the developer nodes to submit jobs to the queue.**
- **616 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.

This figure shows a breakdown of users accessing ICER services:

- **1,251 users**
  - **1,034** accessed ICER compute services
  - **217** accessed ICER support services

**ICER SERVICE REPORT**

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

- **1,251 users**
  - **1,034** accessed ICER compute services
  - **217** accessed ICER support services

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **616 users**
  - **423** accessed developer nodes to submit jobs to the queue
  - **193** accessed developer nodes for interactive use

**NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES**

- **133 users**
  - **125** with tickets
  - **8** office hours
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 191,958 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 133 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
ICER SERVICE REPORT

OCT 2020

TICKET ACTIVITY SUMMARY

Tickets Created: 224
Tickets Updated: 325
Tickets Resolved: 234
Open Tickets: 21

TICKET MESSAGE SUMMARY

Total Users’ Messages: 560
Total ICER’s Messages: 573

TICKET RESOLUTION STATISTIC

Messages answered within 5 hours: 10.23%
Messages answered within 5 - 12 hours: 7.95%
Messages answered within 12 hours - 24 hours: 11.82%
Messages answered within 24 hours - 2 day: 14.77%
Messages answered in more than 2 days: 55.23%

AUGUST TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
KEEPING UP-TO-DATE WITH HPCC WIKI DOCUMENTATION

84 New User Accounts created in OCTOBER
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