ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

- **249 users accessed the developer nodes to submit jobs to the queue.**
- **402 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 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.

ICER August Workshop: Introduction to HPCC

199

5

4

Tickets

Workshops

Office Hour
On a typical day, the scheduler processes approximately 397,947 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 276 jobs per minute.
TICKET ACTIVITY SUMMARY

- Tickets Created: 291
- Tickets Updated: 489
- Tickets Resolved: 366
- Open Tickets: 21

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 572
- Total ICER’s Messages: 645

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 12.17%
- Messages answered within 5 - 12 hours: 4.38%
- Messages answered within 12 hours - 24 hours: 16.30%
- Messages answered within 24 hours - 2 day: 4.38%
- Messages answered in more than 2 days: 62.77%

AUGUST TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
R PACKAGE R2OPENBUGS AVAILABLE ON THE HPCC

84 New User Accounts created in August
Report Contributors:
Camille Archer
Pat Bills
Chun-Min Chang
Hannah Miller
Jim Leikert
Xiaoxing (Adele) Han