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

- **353 users accessed the developer nodes to submit jobs to the queue.**
- **495 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.

**NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES**

- 124 Users with Tickets
- 0 Office Hours
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

NUMBER OF JOBS

On a typical day, the scheduler processes approximately 301,908 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 209 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
### TICKET ACTIVITY SUMMARY

- **Tickets Created**: 210
- **Tickets Updated**: 340
- **Tickets Resolved**: 238
- **Open Tickets**: 23

### TICKET MESSAGE SUMMARY

- **Total Users’ Messages**: 578
- **Total ICER’s Messages**: 584

### TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 11.85%
- Messages answered within 5 - 12 hours: 5.69%
- Messages answered within 12 hours - 24 hours: 17.08%
- Messages answered within 24 hours - 2 days: 5.69%
- Messages answered in more than 2 days: 59.68%

### AUGUST TICKET HIGHLIGHTS

**ANDY KEEN**

HPC Administrator

AMP20 GENERAL AVAILABILITY, EXPANDED TESTING, AND LS15 PURGE

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New User Accounts created in AUGUST
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