**ICER SERVICE REPORT**

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

- **Total Researchers:** 1169
  - **Compute:** 96%
  - **Support:** 16%

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Developer/Login Nodes:** 582
- **Batch Queue/Cluster:** 471
- **Others:** 66

**NUMBER OF USERS ENGAGING ICER SUPPORT SERVICES**

- **Total Support:** 155
  - **Users with Tickets:** 10
  - **Workshops:** 14
  - **Office Hours:** 3

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- **471 users accessed the developer nodes to submit jobs to the queue.**
- **582 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.

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**This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.**
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 157,174 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 109 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

Development Node Host Name
**ICER SERVICE REPORT**

**JAN 2020**

**TICKET ACTIVITY SUMMARY**

- **Tickets Created**: 262
- **Tickets Updated**: 341
- **Tickets Resolved**: 220
- **Open Tickets**: 25

**TICKET MESSAGE SUMMARY**

- **Total Users’ Messages**: 574
- **Total ICER’s Messages**: 611

**TICKET RESOLUTION STATISTIC**

- Messages answered within 5 hours: 18.06%
- Messages answered within 5 - 12 hours: 6.32%
- Messages answered within 12 hours - 24 hours: 16.25%
- Messages answered within 24 hours - 2 day: 7%
- Messages answered in more than 2 days: 52.37%

**NOVEMBER TICKET HIGHLIGHTS**

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Research Consultant

**ISSUES WITH COPYING FILES TO YOUR HPCC RESEARCH SPACE**

**179 New User Accounts created in January**
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