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

There is no ICER Workshop in the month of July.

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

- 395 users (370+25) accessed the developer nodes to submit jobs to the queue.
- 246 interactive users (234+12) utilized only ICER developer nodes to do their work. This includes users who: (ex. Matlab, mathematica)
  - Only need access to software and have not submitted a job
  - Find development nodes sufficient for their research.
- 41 users accessed the ICER file systems to only store their files.
- 287 researchers (234+12+41) used ICER hardware outside of the batch queue.

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This figure shows a breakdown of users accessing ICER services in July 2019:

- 850 researchers utilized ICER services, with 89% utilizing compute services and 34% utilizing support services.
- 395 users accessed developer nodes to submit jobs to the queue.
- 246 interactive users utilized only ICER developer nodes for their work.
- 41 users accessed the ICER file systems to store their files.
- 287 researchers used ICER hardware outside of the batch queue.

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COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 813434 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 564 jobs per minute.

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER

- ufs-12-a: 40 directories
- ufs-12-b: 60 directories
TICKET ACTIVITY SUMMARY

- Tickets Created: 405
- Tickets Updated: 701
- Tickets Resolved: 506
- Open Tickets: 22

TICKET MESSAGE SUMMARY

- Total Users' Messages: 939
- Total iCER's Messages: 1109

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 13.34%
- Messages answered within 5 - 12 hours: 7.18%
- Messages answered within 12 hours - 24 hours: 14.48%
- Messages answered within 24 hours - 2 day: 6.30%
- Messages answered in more than 2 days: 58.36%

MARCH TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
R PLOTTING: ENABLING X11 SUPPORT ON THE CLUSTER

41 New User Accounts created in July
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