This figure shows a breakdown of users that use ICER support services. These support services include support tickets.

There were no ICER Workshops in the month of July.

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

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:
  > 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.
- **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.

**NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES**

There were no ICER Workshops in the month of July.

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

- **Compute 89%**
- **Support 34%**

- **850**

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Developer/Login Nodes**
- **Batch Queue**
- **Mapped Home Drive/Samba**

- **234**
- **68**
- **41**
- **25**
- **3**
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 813,434 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
ICER SERVICE REPORT

JUL 2019

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: 1,109

TICKET RESOLUTION STATISTIC

Messages answered in July: 682
- 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
Report Contributors:
Camille Archer
Pat Bills
Chun-Min Chang
Jim Leikert
Xiaoxing (Adele) Han