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

**iCER Workshops in the month of May**
- Introduction to Linux
- Introduction to HPCC

**NUMBER OF USERS ACCESSING iCER COMPUTE SERVICES**

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

- **302 users** (282+20) accessed the developer nodes to submit jobs to the queue.

- **216 interactive users** (207+9) 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.

- **37 users** accessed the iCER file systems to only store their files.

- **253 researchers** (207+9+37) used iCER hardware outside of the batch queue.

**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 Workshops in the month of May**
- Introduction to Linux
- Introduction to HPCC
COMPARISON BETWEEN NUMBER OF USERS ACCESSING ICER SUPPORT AND COMPUTE SERVICE

NUMBER OF MAPPED HOME DIRECTORIES PER SERVER
TICKET ACTIVITY SUMMARY

- Tickets Created: 1641
- Tickets Updated: 2003
- Tickets Resolved: 594
- Open Tickets: 23

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 2386
- Total iCER’s Messages: 1112

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 650 (55.38%)
- Messages answered within 5 - 12 hours: 16.31%
- Messages answered within 12 hours - 24 hours: 6%
- Messages answered within 24 hours - 2 day: 6%
- Messages answered in more than 2 days: 16%

MARCH TICKET HIGHLIGHTS

NANYE LONG
Research Consultant
HPCC ANNOUNCEMENTS RSS FEED

68 New User Accounts created in May
Report Contributors:
Camille Archer
Pat Bills
Chun-Min Chang
Jim Leikert
Xiaoxing (Adele) Han