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

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

- **573 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

- **7 Users with Tickets**
- **7 Office Hours**
- **10 Workshops**

### Number of Researchers Utilizing ICER’s Services

- **1127**
  - Compute 97%
  - Support 14%
On a typical day, the scheduler processes approximately 127,236 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 88 jobs per minute.
TICKET ACTIVITY SUMMARY

- Tickets Created: 248
- Tickets Updated: 475
- Tickets Resolved: 353
- Open Tickets: 22

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 657
- Total ICER's Messages: 692

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 523 (55.83%)
- Messages answered within 5 - 12 hours: 111 (12.24%)
- Messages answered within 12 hours - 24 hours: 47 (5.16%)
- Messages answered within 24 hours - 2 day: 47 (5.16%)
- Messages answered in more than 2 days: 22 (2.24%)

MAY TICKET HIGHLIGHTS

CHUN-MIN CHANG
Research Consultant
INTRODUCTION TO HPCC TRAINING SITE

47 New User Accounts created in May
Report Contributors:
Camille Archer
Chun-Min Chang
Hannah Miller
Jim Leikert
Xiaoxing (Adele) Han