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

- **369 users accessed the developer nodes to submit jobs to the queue.**
- **567 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.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 182,986 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 127 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 156
- Tickets Updated: 223
- Tickets Resolved: 155
- Open Tickets: 4

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 394
- Total ICER’s Messages: 398

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 315 (53.02%)
- Messages answered within 5 - 12 hours: 15.87%
- Messages answered within 12 hours - 24 hours: 8.25%
- Messages answered within 24 hours - 2 day: 4.13%
- Messages answered in more than 2 days: 18.73%

CHUN-MIN CHANG
Research Consultant
NEW FEATURE: APPLICATION ICONS ON DESKTOP

27 New User Accounts created in DECEMBER
Report Contributors:
Camille Archer
Chun-Min Chang
Jim Leikert
Michelle David