NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

- 395 users accessed the developer nodes to submit jobs to the queue.
- 715 interactive users utilized only ICER developer nodes to do their work.
  - 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 COMPUTE SERVICES

- 1301 users: Compute 94%, Support 16%

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

- 142 users: Users with Tickets 130, Office Hours 12
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 223,301 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 155 jobs per minute.
## Ticket Activity Summary

<table>
<thead>
<tr>
<th>Action</th>
<th>COUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tickets Created</td>
<td>254</td>
</tr>
<tr>
<td>Tickets Updated</td>
<td>327</td>
</tr>
<tr>
<td>Tickets Resolved</td>
<td>218</td>
</tr>
<tr>
<td>Open Tickets</td>
<td>7</td>
</tr>
</tbody>
</table>

## Ticket Message Summary

- **Total Users' Messages**: 619
- **Total ICER's Messages**: 602

## Ticket Resolution Statistic

- Messages answered within 5 hours: 11.57%
- Messages answered within 5 - 12 hours: 19.65%
- Messages answered within 12 hours - 24 hours: 19.65%
- Messages answered within 24 hours - 2 day: 11.57%
- Messages answered in more than 2 days: 53.93%

## February Ticket Highlights

**XIAOGE WANG**
Research Consultant

*Resources Available for ICER User Support*

**173 New User Accounts created in January**
Report Contributors:
Camille Archer
Chun-Min Chang
Jim Leikert
Michelle David