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

576 users accessed the developer nodes to submit jobs to the queue.

715 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

1205

On a typical day, the scheduler processes approximately 301,581 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 209 jobs per minute.
TICKET ACTIVITY SUMMARY

Tickets Created: 269
Tickets Updated: 378
Tickets Resolved: 251
Open Tickets: 7

TICKET MESSAGE SUMMARY

Total Users’ Messages: 618
Total ICER’s Messages: 639

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 475 (67.16%)
- Messages answered within 5 - 12 hours: 13.68%
- Messages answered within 12 hours - 24 hours: 9.05%
- Messages answered within 24 hours - 2 day: 5.47%
- Messages answered in more than 2 days: 4.63%

MARCH TICKET HIGHLIGHTS

XIAOGE WANG
Research Consultant
GPU AND CPU USAGE LIMITATION IMPOSED ON GENERAL ACCOUNTS

45 New User Accounts created in FEBRUARY
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