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

- **522 users accessed the developer nodes to submit jobs to the queue.**
- **677 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

<table>
<thead>
<tr>
<th></th>
<th>Compute</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Users Accessing Development Nodes</td>
<td>1151</td>
<td>133</td>
</tr>
<tr>
<td>Development Node Host Name</td>
<td>155</td>
<td></td>
</tr>
</tbody>
</table>

On a typical day, the scheduler processes approximately 377,796 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 262 jobs per minute.
TICKET ACTIVITY SUMMARY

- Tickets Created: 289
- Tickets Updated: 400
- Tickets Resolved: 291
- Open Tickets: 8

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 685
- Total ICER’s Messages: 722

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 9.89%
- Messages answered within 5 - 12 hours: 18.17%
- Messages answered within 12 hours - 24 hours: 7.01%
- Messages answered within 24 hours - 2 day: 9.89%
- Messages answered in more than 2 days: 6.12%

APRIL TICKET HIGHLIGHTS

NANYE LONG
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SLURM JOB FAILURE DUE TO THE "OOM" ERROR

37 New User Accounts created in MARCH

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