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

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

- **749 interactive users utilized only ICER developer nodes to do their work.** This includes users who:
  - Only need access to software (e.g., Matlab, Mathematica)
  - Are still in the software development process and have not submitted a job
  - Find development nodes sufficient for their research.

This figure also shows the number of users accessing ICER support services: 149 users with tickets, 13 office hours, and 9 workshops.
On a typical day, the scheduler processes approximately 247,144 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 172 jobs per minute.
ICER SERVICE REPORT

APR 2021

TICKET ACTIVITY SUMMARY

- Tickets Created: 219
- Tickets Updated: 326
- Tickets Resolved: 236
- Open Tickets: 8

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 625
- Total ICER’s Messages: 685

MAY TOPIC OF THE MONTH

XIAOGLE WANG
Research Consultant
MATLAB 2021A IS INSTALLED AND READY FOR USE

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 10.69%
- Messages answered within 5 - 12 hours: 8.33%
- Messages answered within 12 hours - 24 hours: 16.30%
- Messages answered within 24 hours - 2 day: 11.78%
- Messages answered in more than 2 days: 52.90%

55 New User Accounts created in APRIL

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