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

- **510 users accessed the developer nodes to submit jobs to the queue.**
- **686 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.

ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

1325
- Compute 92%
- Support 15%

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

- **510 users accessed the developer nodes to submit jobs to the queue.**
- **686 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.

NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES

- Users with Tickets: 8
- Office Hours: 1
- Workshops: 56
- Total: 128
## Comparison Between Number of Users Using ICER Support and Compute Service

<table>
<thead>
<tr>
<th>Development Node</th>
<th>Compute</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1125</td>
<td>89</td>
<td>104</td>
</tr>
</tbody>
</table>

### Count of Unique Users Accessing Development Nodes

On a typical day, the scheduler processes approximately 412,182 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 286 jobs per minute.
ICER SERVICE REPORT
MAY 2021

TICKET ACTIVITY SUMMARY

- Tickets Created: 185
- Tickets Updated: 277
- Tickets Resolved: 209
- Open Tickets: 8

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 414
- Total ICER’s Messages: 465

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 11.46%
- Messages answered within 5 - 12 hours: 8.60%
- Messages answered within 12 hours - 24 hours: 17.77%
- Messages answered within 24 hours - 2 day: 11.46%
- Messages answered in more than 2 days: 9.17%
- Messages answered in May: 53.01%

JUNE TOPIC OF THE MONTH

XIAOGE WANG
Research Consultant
USING RCLONE TO MANAGE FILES ON CLOUD STORAGE

71
New User Accounts created in MAY

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