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

- **439 users accessed the developer nodes to submit jobs to the queue.**
- **658 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 Users Accessing ICER Compute Services**

**Number of Researchers Utilizing ICER’s Services**

**Number of People Accessing ICER Support Services**

**Number of People Accessing ICER Support Services**

- Users with Tickets: 13
- Office Hours: 61
- Workshops: 3
- Total: 232
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 149,372 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 104 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 479
- Tickets Updated: 597
- Tickets Resolved: 423
- Open Tickets: 5

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 969
- Total ICER’s Messages: 1115

TICKET RESOLUTION DATA

- Messages answered in July: 481
- 12.06% answered within 5 hours
- 16.42% answered within 5 - 12 hours
- 7.48% answered within 12 hours - 24 hours
- 14.14% answered within 24 hours - 2 day
- 49.90% answered in more than 2 days

AUGUST TOPIC OF THE MONTH

XIAOGE WANG
Research Consultant
STAY UP TO DATE WITH HPCC SYSTEM STATUS

29 New User Accounts created in JULY

Report Contributors:
Chun-Min Chang
Michelle David
Laura Harris
Jim Leikert