NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

This figure shows a breakdown of users who accessed ICER compute services:
- **309 users accessed the developer nodes to submit jobs to the queue.**
- **556 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

- **124 Users with Tickets**
- **171 Office Hours**
- **9 Workshops**
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 129,026 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 90 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 291
- Tickets Updated: 431
- Tickets Resolved: 335
- Open Tickets: 1

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 679
- Total ICER’s Messages: 772

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 12.82%
- Messages answered within 5 - 12 hours: 9.52%
- Messages answered within 12 hours - 24 hours: 16.30%
- Messages answered within 24 hours - 2 day: 12.82%
- Messages answered in more than 2 days: 6.59%

SEPTEMBER TOPIC OF THE MONTH

USER-FRIENDLY HPCC ACCESS WITH ONDEMAND

69 New User Accounts created in AUGUST

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