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

431 users accessed the developer nodes to submit jobs to the queue.

689 interactive users utilized only ICER developer nodes to do their work. This includes users who:
- Only need access to software (ex. Matlab, mathematica)
- Are 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**

- **ICER Support**: 142
- **Compute**: 1106

**NUMBER OF JOBS**

- **Finished**: 94
- **Started**: 150k
- **Queued**: 50k

On a typical day, the scheduler processes approximately 160,790 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 112 jobs per minute.

**COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES**
**TICKET ACTIVITY SUMMARY**

- Tickets Created: 255
- Tickets Updated: 368
- Tickets Resolved: 254
- Open Tickets: 4

**TICKET MESSAGE SUMMARY**

- Total Users’ Messages: 634
- Total ICER’s Messages: 640

**TICKET RESOLUTION DATA**

- Messages answered within 5 hours: 496 (10.69%)
- Messages answered within 5 - 12 hours: (4.84%)
- Messages answered within 12 hours - 24 hours: (8.27%)
- Messages answered within 24 hours - 2 day: (15.93%)
- Messages answered in more than 2 days: (60.28%)

**OCTOBER TOPIC OF THE MONTH**

- Tracking the progress of your submitted ticket

**146 New User Accounts created in SEPTEMBER**

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