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

- **408 users accessed the developer nodes to submit jobs to the queue.**
- **681 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 RESEARCHERS UTILIZING ICER’S SERVICES

**NUMBER OF PEOPLE ACCESSING ICER SUPPORT SERVICES**

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

Users with Tickets: 11
Office Hours: 21
Workshops: 1
Total: 95
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 134,697 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 94 jobs per minute.
ICER SERVICE REPORT

DECEMBER 2021

TICKET ACTIVITY SUMMARY

Tickets Created: 147
Tickets Updated: 417
Tickets Resolved: 361
Open Tickets: 3

TICKET MESSAGE SUMMARY

384 Total Users' Messages
545 Total ICER's Messages

TICKET RESOLUTION DATA

268 Messages answered in Dec
14.18% Messages answered within 5 hours
16.79% Messages answered within 5 - 12 hours
3.73% Messages answered within 12 hours - 24 hours
8.58% Messages answered within 24 hours - 2 day
56.72% Messages answered in more than 2 days

JANUARY TOPIC OF THE MONTH

YONGJUN CHOI
Research Consultant

USING POWERTOOLS WITH THE HPCC

30 New User Accounts created in DECEMBER

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