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

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

847 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.
On a typical day, the scheduler processes approximately 137,275 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 95 jobs per minute.
**TICKET ACTIVITY SUMMARY**

- Tickets Created: 169
- Tickets Updated: 222
- Tickets Resolved: 163
- Open Tickets: 5

**TICKET MESSAGE SUMMARY**

- Total Users’ Messages: 354
- Total ICER’s Messages: 334

**TICKET RESOLUTION DATA**

- Messages answered within 5 hours: 12.23%
- Messages answered within 5 - 12 hours: 15.47%
- Messages answered within 12 hours - 24 hours: 16.19%
- Messages answered within 24 hours - 2 day: 7.55%
- Messages answered in more than 2 days: 48.56%

**FEVERARY TOPIC OF THE MONTH**

**TROUBLESHOOTING FAILED HPCC JOBS**

- NANYE LONG, PHD
  - Research Consultant

**New User Accounts created in JANUARY**

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