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

- **462 users accessed the developer nodes to submit jobs to the queue.**
- **843 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.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 121,523 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 84 jobs per minute.
**TICKET ACTIVITY SUMMARY**

- **Tickets Created**: 201
- **Tickets Updated**: 256
- **Tickets Resolved**: 199
- **Open Tickets**: 4

**TICKET MESSAGE SUMMARY**

- **Total Users’ Messages**: 496
- **Total ICER’s Messages**: 435

**TICKET RESOLUTION DATA**

- Messages answered in Feb: 394 (47.21%)
- Messages answered in 5 hours: 10.91%
- Messages answered in 5 - 12 hours: 11.93%
- Messages answered in 12 hours - 24 hours: 18.02%
- Messages answered in 24 hours - 2 day: 11.93%
- Messages answered in more than 2 days: 10.91%

**MARCH TOPIC OF THE MONTH**

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Research Consultant

**FACTS ABOUT SLURM USAGE**

**66 New User Accounts created in FEBRUARY**

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