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

- **522 users accessed the developer nodes to submit jobs to the queue.**

- **850 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**

- **1452 users**
  - **Support**: 13%
  - **Compute**: 97%

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Developer/Login Nodes**: 850
- **Batch Queue/Cluster**: 522
- **New User Accounts created**: 39
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 337,856 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 235 jobs per minute.
TICKET ACTIVITY SUMMARY

- Tickets Created: 289
- Tickets Updated: 363
- Tickets Resolved: 247
- Open Tickets: 42

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 627
- Total ICER’s Messages: 584

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 19.21%
- Messages answered within 5 - 12 hours: 10.50%
- Messages answered within 12 hours - 24 hours: 15.05%
- Messages answered within 24 hours - 2 days: 8.71%
- Messages answered in more than 2 days: 46.53%

APRIL TOPIC OF THE MONTH

STEVEN FORD
System Administrator

CPU AND GPU HOUR CREDITS FOR NODE FAILURES

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