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

- **435 users accessed the developer nodes to submit jobs to the queue.**
- **917 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.

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Batch Queue/Cluster:** 129
- **Developer/Login Nodes:** 435
- **Total Accessing Users:** 917
**ICER SERVICE REPORT**

**COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE**

- **Total Users Using ICER Support**: 97
- **Total Users Using Compute Service**: 36

**On a typical day, the scheduler processes approximately 141,325 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 98 jobs per minute.**

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

- **Tickets Created**: 119
- **Tickets Updated**: 230
- **Tickets Resolved**: 146
- **Open Tickets**: 4

TICKET MESSAGE SUMMARY

- **Total Users’ Messages**: 343
- **Total ICER’s Messages**: 380

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 16.85%
- Messages answered within 5 - 12 hours: 15.41%
- Messages answered within 12 hours - 24 hours: 16.85%
- Messages answered within 24 hours - 2 days: 16.85%
- Messages answered in more than 2 days: 7.53%
- Messages answered in April: 43.37%

MAY TOPIC OF THE MONTH

**STEVEN FORD**
System Administrator

**GO ABOVE AND BEYOND USING THE HPCC’S NEW SCAVENGER QUEUE**

Report Contributors:
Michelle David
Jim Leikert
Jacob Nelson