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

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

787 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.
On a typical day, the scheduler processes approximately 125,530 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 87 jobs per minute.
ICER SERVICE REPORT

June 2022

TICKET ACTIVITY SUMMARY

Tickets Created: 1113
Tickets Updated: 1203
Tickets Resolved: 231
Open Tickets: 13

TICKET MESSAGE SUMMARY

Total Users’ Messages: 1568
Total ICER’s Messages: 1111

TICKET RESOLUTION DATA

Messages answered in June: 526
23.19% Messages answered within 5 hours
7.79% Messages answered within 5 - 12 hours
14.64% Messages answered within 12 hours - 24 hours
7.98% Messages answered within 24 hours - 2 day
46.39% Messages answered in more than 2 days

JULY TOPIC OF THE MONTH

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MIGRATING TO NEW SCRATCH: GS21

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