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

- **461 users accessed the developer nodes to submit jobs to the queue.**
- **781 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.

**New User Accounts created in July**
43
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 225,098 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 156 jobs per minute.
ICER SERVICE REPORT

July 2022

TICKET ACTIVITY SUMMARY

- Tickets Created: 280
- Tickets Updated: 1235
- Tickets Resolved: 1099
- Open Tickets: 5

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 875
- Total ICER’s Messages: 1045

TICKET RESOLUTION DATA

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

AUGUST TOPIC OF THE MONTH

JOE RYAN
HPC Administrator

MAPPING HPC DRIVES WITH SSHFS

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