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

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

806 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.

**New User Accounts created in September**
148
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 124,609 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.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
ICER SERVICE REPORT
Sept. 2022

TICKET ACTIVITY SUMMARY

Tickets Created: 308
Tickets Updated: 421
Tickets Resolved: 307
Open Tickets: 4

TICKET MESSAGE SUMMARY

Total Users’ Messages: 815
Total ICER’s Messages: 633

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 28.17%
- Messages answered within 5 - 12 hours: 9.25%
- Messages answered within 12 hours - 24 hours: 20.43%
- Messages answered within 24 hours - 2 days: 7.96%
- Messages answered in more than 2 days: 36.34%

TICKET MESSAGE SUMMARY

OCTOBER TOPIC OF THE MONTH

ANDREW FULLARD, PH.D.
Research Consultant
HELP WITH SSH KEY-BASED AUTHENTICATION

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung