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

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

820 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 121,016 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 84 jobs per minute.
ICER SERVICE REPORT

Nov. 2022

TICKET ACTIVITY SUMMARY

Tickets Created: 306
Tickets Updated: 472
Tickets Resolved: 401
Open Tickets: 10

TICKET MESSAGE SUMMARY

Total Users’ Messages: 839
Total ICER’s Messages: 631

TICKET RESOLUTION DATA

Messages answered in Nov.
- 40.35% within 5 hours
- 18.22% within 5 - 12 hours
- 17.57% within 12 hours - 24 hours
- 2.48% within 24 hours - 2 days
- 27.97% in more than 2 days

DECEMBER TOPIC OF THE MONTH

STEVEN FORD
ICER System Administrator
ANNUAL CPU AND GPU HOURS LIMITS HAVE BEEN RESET

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung