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

**396 users accessed the developer nodes to submit jobs to the queue.**

**783 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.
**ICER SERVICE REPORT**

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

Number of users:
- **ICER Support**: 85
- **Compute**: 1183

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**On a typical day, the scheduler processes approximately 171,006 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 119 jobs per minute.**

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**COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES**

- **dev-irida6**: 100
- **dev-irida6-A38**: 150
- **dev-irida6-A18**: 200
- **dev-irida6-A95**: 250
- **dev-irida6-A38**: 300
- **dev-irida6**: 350
- **dev-irida6-A95**: 400
- **gateways-31**: 450
- **gateways-01**: 500
- **gateways-03**: 500
- **gateways-02**: 500

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TICKET ACTIVITY SUMMARY

- Tickets Created: 301
- Tickets Updated: 367
- Tickets Resolved: 269
- Open Tickets: 20

TICKET MESSAGE SUMMARY

- Total Users' Messages: 693
- Total ICER's Messages: 346

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 38.46%
- Messages answered within 5 - 12 hours: 6.54%
- Messages answered within 12 hours - 24 hours: 8.46%
- Messages answered within 24 hours - 2 day: 6.92%
- Messages answered in more than 2 days: 55.77%

TOPIC OF THE MONTH COLLECTION

CHECK OUT TOPIC OF THE MONTH ARTICLES YOU MAY HAVE MISSED.

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung