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

- **434 users accessed the developer nodes to submit jobs to the queue.**
- **960 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 January: 212
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES

On a typical day, the scheduler processes approximately 184,144 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 128 jobs per minute.
ICER SERVICE REPORT  
Jan. 2023

**TICKET ACTIVITY SUMMARY**

- **Tickets Created**: 250
- **Tickets Updated**: 350
- **Tickets Resolved**: 247
- **Open Tickets**: 5

**TICKET MESSAGE SUMMARY**

- **Total Users’ Messages**: 719
- **Total ICER’s Messages**: 443

**FEBRUARY TOPIC OF THE MONTH**

**ADAM PITCHER**  
ICER Assistant Director  
CHANGES TO THE GS21 SCRATCH FILESYSTEM.

**TICKET RESOLUTION DATA**

- Messages answered within 5 hours: 31.95%
- Messages answered within 5 - 12 hours: 8.28%
- Messages answered within 12 hours - 24 hours: 9.76%
- Messages answered within 24 hours - 2 day: 9.17%
- Messages answered in more than 2 days: 44.08%

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