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

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

- **1000 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.

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- Batch Queue/Cluster: 138
- Developer/Login Nodes: 466
- Total: 1000

**NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES**

- Total: 1650
  - Support: 9%
  - Compute: 97%

**New User Accounts created in February**

116
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 210,837 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 146 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
ICER SERVICE REPORT

Feb. 2023

TICKET ACTIVITY SUMMARY

Tickets Created: 237
Tickets Updated: 345
Tickets Resolved: 280
Open Tickets: 9

TICKET MESSAGE SUMMARY

Total Users’ Messages: 680
Total ICER’s Messages: 398

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 300 (50.00%)
- Messages answered within 5 - 12 hours: 21.33%
- Messages answered within 12 hours - 24 hours: 16.33%
- Messages answered within 24 hours - 2 day: 9.67%
- Messages answered in more than 2 days: 6.67%

MARCH TOPIC OF THE MONTH

MICHELLE DAVID
ICER Communications Manager
WHAT CAN THE MSU DATA MACHINE DO FOR YOU?

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung