### NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

- **459 users accessed the developer nodes to submit jobs to the queue.**
- **922 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.

### NUMBER OF RESEARCHERS UTILIZING ICER’S SERVICES

- 1,546 researchers utilized ICER’s services in May 2023. Support accounted for 10% of the users, while Compute services were accessed by 97%.

### NEW USER ACCOUNTS CREATED

79 new user accounts were created in May.
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 233,934 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 162 jobs per minute.
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JUNE TOPIC OF THE MONTH
ICER RESEARCH CONSULTANTS TEACH CMSE 890 COURSES

TICKET ACTIVITY SUMMARY

- Tickets Created: 229
- Tickets Updated: 301
- Tickets Resolved: 240
- Open Tickets: 0

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 888
- Total ICER’s Messages: 292

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 23.81%
- Messages answered within 5 - 12 hours: 11.72%
- Messages answered within 12 hours - 24 hours: 18.32%
- Messages answered within 24 hours - 2 day: 8.79%
- Messages answered in more than 2 days: 23.81%