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

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

988 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.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 138,233 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 96 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 234
- Tickets Updated: 314
- Tickets Resolved: 238
- Open Tickets: 12

TICKET MESSAGE SUMMARY

- Total Users' Messages: 962
- Total ICER's Messages: 304

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 43.33%
- Messages answered within 5 - 12 hours: 13.00%
- Messages answered within 12 hours - 24 hours: 10.67%
- Messages answered within 24 hours - 2 day: 3.33%
- Messages answered in more than 2 days: 41.00%

JULY TOPIC OF THE MONTH

INSTALL SOFTWARE ON THE HPCC WITH EASYBUILD
CRAIG GROSS
ICER Research Consultant

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