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

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

- **762 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 RESEARCHERS UTILIZING ICER’S SERVICES**

1,306

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

**Developer/Login Nodes**

155

**Batch Queue/Cluster**

349

762

27

New User Accounts created in July
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 160,813 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 112 jobs per minute.
**TICKET ACTIVITY SUMMARY**

- Tickets Created: 156
- Tickets Updated: 232
- Tickets Resolved: 162
- Open Tickets: 16

**TICKET MESSAGE SUMMARY**

- Total Users’ Messages: 525
- Total ICER’s Messages: 231

**TICKET RESOLUTION DATA**

- Messages answered within 5 hours: 193 (30.57%)
- Messages answered within 5 - 12 hours: 156 (24.63%)
- Messages answered within 12 hours - 24 hours: 162 (25.83%)
- Messages answered within 24 hours - 2 day: 16 (2.57%)
- Messages answered in more than 2 days: 16 (2.57%)

**AUGUST TOPIC OF THE MONTH**

**USING VS CODE TO CONNECT TO THE HPCC**

CRAIG GROSS
ICER Research Consultant

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung