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

**292 users accessed the developer nodes to submit jobs to the queue.**

**676 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: 178
- Developer/Login Nodes: 292
- Total: 676

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

- 1,207 users
  - Support: 13%
  - Compute: 95%

**New User Accounts created in August**

309
**ICER SERVICE REPORT**  
August 2023

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

Total: 1050  
- Compute: 96  
- Support: 61

**COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES**

On a typical day, the scheduler processes approximately 113,757 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 79 jobs per minute.

**Job Totals**

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Development Node Host Name:
- dev.intel1
- dev.intel10
- dev.intel10 tablet
- dev.intel11
- gateway01
- gateway02
- gateway03
- gateway04
- gateway05
- gateway06
- gateway07
- gateway08
- gateway09
- gateway10
- gateway11

**Development Node Host Name**

Count of Unique Users Accessing Development Node:

- dev.intel1: 500
- dev.intel10: 400
- dev.intel10 tablet: 300
- dev.intel11: 200
- gateway01: 100
- gateway02: 500
- gateway03: 400
- gateway04: 300
- gateway05: 200
- gateway06: 100
- gateway07: 500
- gateway08: 400
- gateway09: 300
- gateway10: 200
- gateway11: 100
ICER SERVICE REPORT

August 2023

TICKET ACTIVITY SUMMARY

Tickets Created: 250
Tickets Updated: 325
Tickets Resolved: 236
Open Tickets: 4

TICKET MESSAGE SUMMARY

Total Users’ Messages: 865
Total ICER’s Messages: 308

TICKET RESOLUTION DATA

Messages answered within 5 hours: 285 (36.84%)
Messages answered within 5 - 12 hours: 7.02%
Messages answered within 12 hours - 24 hours: 7.72%
Messages answered within 24 hours - 2 day: 11.93%
Messages answered in more than 2 days: 39.65%

SEPTEMBER TOPIC OF THE MONTH

RUNNING JUPYTER NOTEBOOKS ON THE HPPC THROUGH VS CODE
CLAIRE KOPENHAFER
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