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

- **87 users accessed the developer nodes to submit jobs to the queue.**
- **688 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:**
  - 87 users
- **Developer/Login Nodes:**
  - 462 users
  - 688 users

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

- **1,305 users**
  - **Support 14%**
  - **Compute 95%**

**New User Accounts created in September**

- **121 accounts**
ON A TYPICAL DAY, THE SCHEDULER PROCESSES APPROXIMATELY 115,806 JOBS. THIS INCLUDES JOBS THAT ARE QUEUED, JOBS THAT START, AND JOBS THAT END. PUT IN ANOTHER WAY, THE SCHEDULER MANAGES APPROXIMATELY 80 JOBS PER MINUTE.
TICKET ACTIVITY SUMMARY

- Tickets Created: 269
- Tickets Updated: 335
- Tickets Resolved: 249
- Open Tickets: 13

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 856
- Total ICER’s Messages: 357

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 329
- Messages answered within 5 - 12 hours: 10.94%
- Messages answered within 12 hours - 24 hours: 17.93%
- Messages answered within 24 hours - 2 day: 4.86%
- Messages answered in more than 2 days: 35.56%

OCTOBER TOPIC OF THE MONTH

EASIER WAY TO LAUNCH INTERACTIVE JOBS ON THE HPCC

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ICER Research Consultant