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

- **151 users accessed the developer nodes to submit jobs to the queue.**
- **963 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**

- 151 users accessed the developer nodes to submit jobs to the queue.
- 963 interactive users utilized only ICER developer nodes to do their work.
- 458 users accessed both the developer nodes and the cluster.

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

- 1,624 researchers used ICER’s services.
  - 10% of researchers needed support.
  - 97% of researchers used compute resources.

**NEW USER ACCOUNTS CREATED IN JANUARY**

- 273 new user accounts were created in January.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1466

106 52

On a typical day, the scheduler processes approximately 182,018 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 126 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

Tickets Created: 240
Tickets Updated: 302
Tickets Resolved: 219
Open Tickets: 15

TICKET MESSAGE SUMMARY

Total Users’ Messages: 735
Total ICER’s Messages: 324

TICKET RESOLUTION DATA

Messages answered within 5 hours: 274 (43.43%)
Messages answered within 5 - 12 hours: 15 (9.49%)
Messages answered within 12 hours - 24 hours: 36.86%
Messages answered within 24 hours - 2 day: 13.87%
Messages answered in more than 2 days: 5.84%

FEBRUARY TOPIC OF THE MONTH

UPCOMING HPCC OPERATING SYSTEM UPGRADE

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