NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

- **196 users accessed the developer nodes to submit jobs to the queue.**
- **914 interactive users utilized only ICER developer nodes to do their work.** This includes users who:
  > Only need access to software (e.g., 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

- **1,594** researchers utilized ICER’s services in March.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 101,184 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 70 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 255
- Tickets Updated: 339
- Tickets Resolved: 249
- Open Tickets: 15

TICKET MESSAGE SUMMARY

- Total Users' Messages: 781
- Total ICER's Messages: 390

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 41.86%
- Messages answered within 5 - 12 hours: 15.41%
- Messages answered within 12 hours - 24 hours: 6.40%
- Messages answered within 24 hours - 2 day: 4.07%
- Messages answered in more than 2 days: 42.44%

Messages answered in March: 344

APRIL TOPIC OF THE MONTH

SOFTWARE NEEDS FOR ICER’S OPERATING SYSTEM UPGRADE

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