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 USERS ACCESSING ICER COMPUTE SERVICES**

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

**57**

New User Accounts created 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.
**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: 4.07%
- Messages answered within 12 hours - 24 hours: 15.41%
- Messages answered within 24 hours - 2 days: 6.40%
- Messages answered in more than 2 days: 42.44%

**APRIL TOPIC OF THE MONTH**

**SOFTWARE NEEDS FOR ICER’S OPERATING SYSTEM UPGRADE**

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