This figure shows a breakdown of users who accessed ICER compute services:
- **187 users accessed the developer nodes to submit jobs to the queue.**
- **1180 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.

**New User Accounts created in April:**

31
**COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE**

- **ICER Service Report**
- **April 2024**

**COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES**

- **1676**
- **113**
- **39**

**ON A TYPICAL DAY, THE SCHEDULER PROCESSES APPROXIMATELY 131,531 JOBS. THIS INCLUDES JOBS THAT ARE QUEUED, JOBS THAT START, AND JOBS THAT END. PUT IN ANOTHER WAY, THE SCHEDULER MANAGES APPROXIMATELY 91 JOBS PER MINUTE.**

**COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES**

- **Dev-node16-normal**
- **Dev-node18**
- **Dev-node1016**
- **Dev-node2**
- **Dev-node2021**
- **Gateway-001**
- **Gateway-002**

**NUMBER OF JOBS**

- **0k**
- **25k**
- **50k**
- **75k**
- **100k**
ICER SERVICE REPORT

April 2024

TICKET ACTIVITY SUMMARY

Tickets Created: 271
Tickets Updated: 415
Tickets Resolved: 312
Open Tickets: 12

TICKET MESSAGE SUMMARY

Total Users' Messages: 864
Total ICER's Messages: 401

TICKET RESOLUTION DATA

Messages answered within 5 hours: 44.93%
Messages answered within 5 - 12 hours: 37.68%
Messages answered within 12 hours - 24 hours: 7.54%
Messages answered within 24 hours - 2 day: 13.62%
Messages answered in more than 2 days: 5.80%

MAY TOPIC OF THE MONTH

OPERATING SYSTEM UPGRADE
CRAIG GROSS
Research Consultant

Report Contributors:
Michelle David
Jim Leikert
Kylie McClung