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

- **63 users accessed the developer nodes to submit jobs to the queue.**
- **980 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**

- **Developer/Login Nodes**
  - 980 interactive users
  - 480 interactive users who found development nodes sufficient for their research

- **Batch Queue/Cluster**
  - 63 users accessing the queue

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

- **1,581 researchers**
  - **Support 14%**
  - **Compute 96%**

**New User Accounts created in May**

- **70 new user accounts**
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

1354
169
58

On a typical day, the scheduler processes approximately 92,224 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 64 jobs per minute.

COUNT OF UNIQUE USERS ACCESSING DEVELOPMENT NODES
ICER SERVICE REPORT
May 2024

TICKET ACTIVITY SUMMARY

- Tickets Created: 341
- Tickets Updated: 466
- Tickets Resolved: 332
- Open Tickets: 25

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 1039
- Total ICER’s Messages: 433

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 27.23%
- Messages answered within 5 - 12 hours: 9.92%
- Messages answered within 12 hours - 24 hours: 13.74%
- Messages answered within 24 hours - 2 day: 6.11%
- Messages answered in more than 2 days: 56.23%

JUNE TOPIC OF THE MONTH

NEW OS AND ONDEMAND WORKAROUNDS
DIRK COLBRY
Director of User Support

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