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

- **257 users accessed the developer nodes to submit jobs to the queue.**
- **826 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.
On a typical day, the scheduler processes approximately 84,513 jobs. This includes jobs that are queued, jobs that start, and jobs that end. Put in another way, the scheduler manages approximately 57 jobs per minute.
ICER SERVICE REPORT

June 2024

TICKET ACTIVITY SUMMARY

- Tickets Created: 471
- Tickets Updated: 608
- Tickets Resolved: 364
- Open Tickets: 13

TICKET MESSAGE SUMMARY

- Total Users' Messages: 1846
- Total ICER's Messages: 415

TICKET RESOLUTION DATA

- Messages answered within 5 hours: 28.44%
- Messages answered within 5 - 12 hours: 10.43%
- Messages answered within 12 hours - 24 hours: 13.27%
- Messages answered within 24 hours - 2 day: 8.06%
- Messages answered in more than 2 days: 51.18%

REMINDER FOR USERS

TRANSFERRING DATA
FROM GOOGLE DRIVE TO
THE HPCC

JULY TOPIC OF THE MONTH

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