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

- **466 users** accessed the developer nodes to submit jobs to the queue.
- **608 users** utilized only ICER developer nodes to do their work. This includes users who:
  - Only need access to software (e.g., Matlab, Mathematica)
  - Still in the software development process and have not submitted a job
  - Find development nodes sufficient for their research.

This figure also shows the number of users accessing ICER support services as of September 2020:

- **157 users** accessed ICER support services:
  - **47** with tickets
  - **3** during office hours
  - **8** during workshops
  - **46** at workshops
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

- **Compute**: 962
- **Support**: 158
- **Development Node Host Name**: 66

On a typical day, the scheduler processes approximately 91,830 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

TICKET ACTIVITY SUMMARY

- **Tickets Created**: 237
- **Tickets Updated**: 316
- **Tickets Resolved**: 208
- **Open Tickets**: 18

**AUGUST TICKET HIGHLIGHTS**

- New User Accounts created in SEPT: **104**

**TICKET MESSAGE SUMMARY**

- Total Users’ Messages: **553**
- Total ICER’s Messages: **526**

**TICKET RESOLUTION STATISTIC**

- Messages answered within 5 hours: **9.46%**
- Messages answered within 5 - 12 hours: **8.18%**
- Messages answered within 12 hours - 24 hours: **16.37%**
- Messages answered within 24 hours - 2 day: **5.37%**
- Messages answered in more than 2 days: **60.61%**

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