This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.

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

- **Compute**: 881 researchers (91%)
- **Support**: 190 researchers (23%)

**NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES**

- **Developer/Login Nodes**: 393 users
- **Batch Queue/Cluster**: 317 users

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

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

- **317 interactive users utilized only ICER developer nodes to do their work.** This includes users who:
  - Only need access to software (ex. Matlab, mathematica)
  - Still in the software development process and have not submitted a job
  - Find development nodes sufficient for their research.

**NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES**

- **Tickets**: 39 users
- **Workshops**: 155 users
- **Office Hour**: 4 users

This figure shows a breakdown of users that use ICER support services. These support services include support tickets, ICER workshops and office hours.
COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

On a typical day, the scheduler processes approximately 444,055 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 308 jobs per minute.

UNIQUE USER COUNT ON DEVELOPMENT NODES
TICKET ACTIVITY SUMMARY

- Tickets Created: 260
- Tickets Updated: 385
- Tickets Resolved: 269
- Open Tickets: 24

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 578
- Total ICER’s Messages: 650

TICKET RESOLUTION STATISTIC

- Messages answered within 5 hours: 10.34%
- Messages answered within 5 - 12 hours: 7.59%
- Messages answered within 12 hours - 24 hours: 21.10%
- Messages answered within 24 hours - 2 day: 7.59%
- Messages answered in more than 2 days: 10.34%

AUGUST TICKET HIGHLIGHTS

- XIAOGE WANG
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161 New User Accounts created in September
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