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

NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

- **350 users (324+26)** accessed the developer nodes to submit jobs to the queue.
- **256 interactive users (246+10)** 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.
- **38 users** accessed the iCER file systems to only store their files.
- **294 researchers (246+10+38)** used iCER hardware outside of the batch queue.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

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 ACCESSING ICER SUPPORT AND COMPUTE SERVICE

DAILY SCHEDULER ACTIVITY

On a typical day, the scheduler processes approximately 469530 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 326 jobs per minute.

NUMBER OF MAPPED HOME DIRECTORIES PER FILER

- **ufs-12-a**: 70 directories
- **ufs-12-b**: 70 directories
TICKET ACTIVITY SUMMARY

- Tickets Created: 317
- Tickets Updated: 1604
- Tickets Resolved: 1452
- Open Tickets: 23

TICKET MESSAGE SUMMARY

- Total Users’ Messages: 826
- Total iCER’s Messages: 1825

TICKET RESOLUTION STATISTICS

- Messages answered within 5 hours: 1048 (47.52%)
- Messages answered within 5 - 12 hours: 18 (18.70%)
- Messages answered within 12 hours - 24 hours: 4 (10.11%)
- Messages answered within 24 hours - 2 day: 3 (7.25%)
- Messages answered in more than 2 days: 0

JULY TICKET HIGHLIGHTS

CHUN-MIN CHANG
Research Consultant
HOW TO USE THE USF18 FILESYSTEM

38 New User Accounts created in June
Report Contributors:
Camille Archer
Pat Bills
Chun-Min Chang
Hannah Miller
Jim Leikert
Xiaoxing (Adele) Han