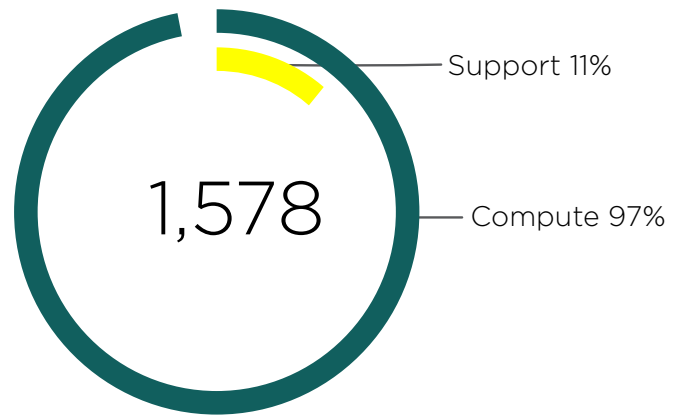


ICER SERVICE REPORT

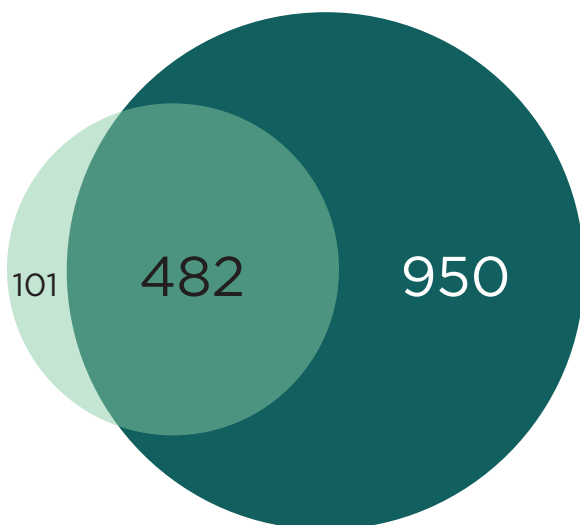
Feb. 2024

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



Batch Queue/Cluster

Developer/Login Nodes



NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

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

101 users accessed the developer nodes to submit jobs to the queue.

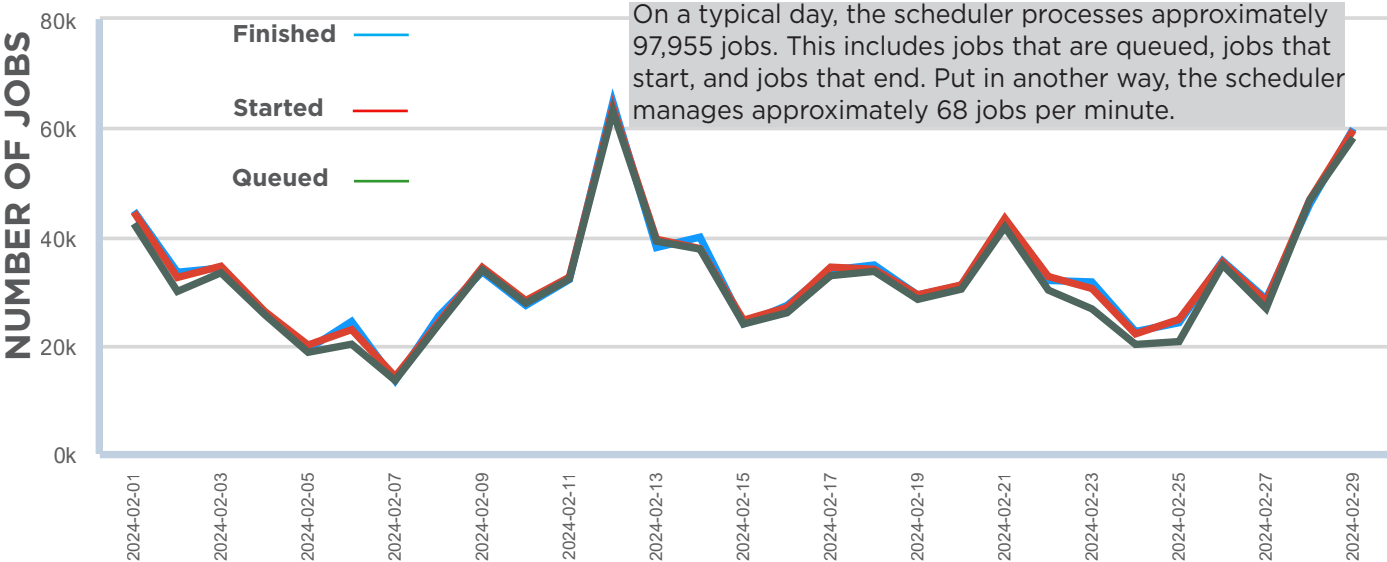
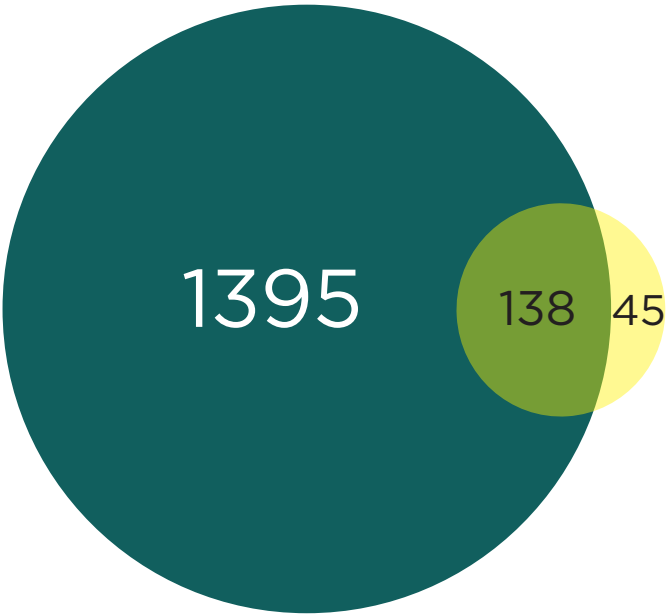
950 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

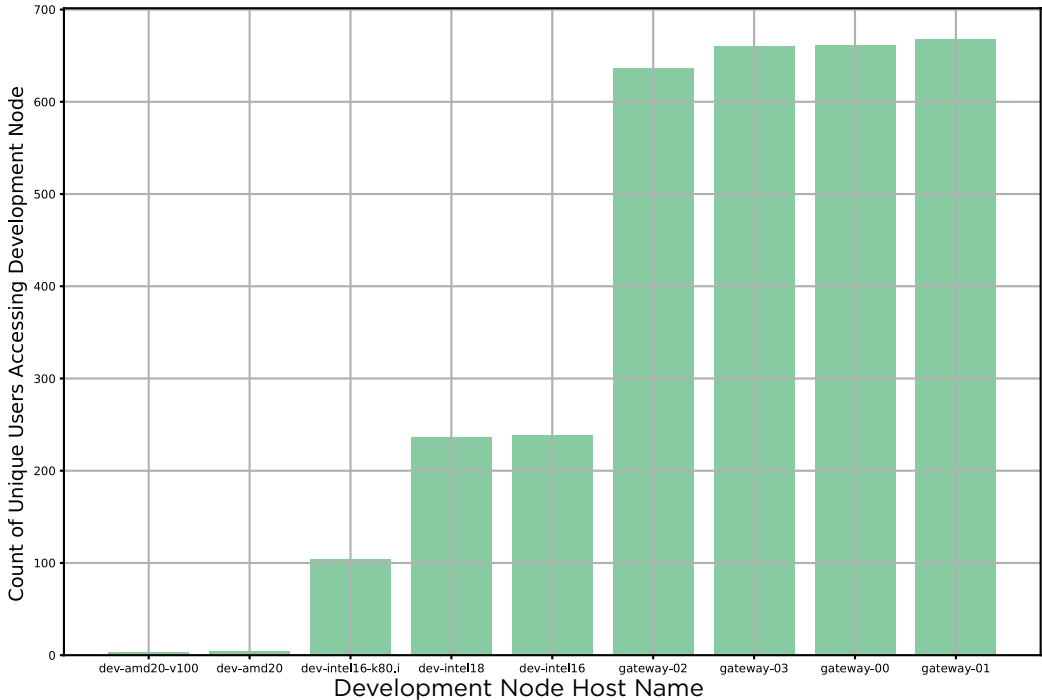
83

New User Accounts created
in February

COMPARISON BETWEEN NUMBER OF
USERS USING ICER SUPPORT AND
COMPUTE SERVICE



COUNT OF
UNIQUE USERS
ACCESSING
DEVELOPMENT
NODES



TICKET ACTIVITY SUMMARY

275

Tickets Created

366

Tickets Updated

269

Tickets Resolved

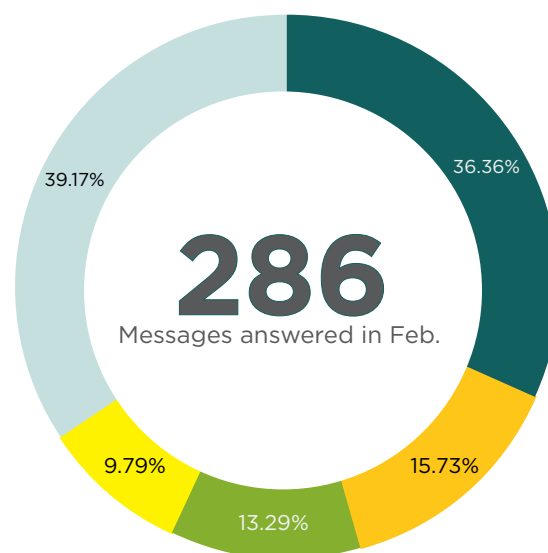
12

Open Tickets

TICKET MESSAGE SUMMARY

**1004**
Total Users' Messages**305**
Total ICER's Messages

TICKET RESOLUTION DATA



- Messages answered within 5 hours
- Messages answered within 5 - 12 hours
- Messages answered within 12 hours - 24 hours
- Messages answered within 24 hours - 2 day
- Messages answered in more than 2 days

MARCH TOPIC OF THE MONTH

**NEW NVIDIA GRACE
NODES AVAILABLE
FOR ALL ICER USERS**

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