ICER SERVICE REPORT

NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES

1123

Compute 94%

Support 16%
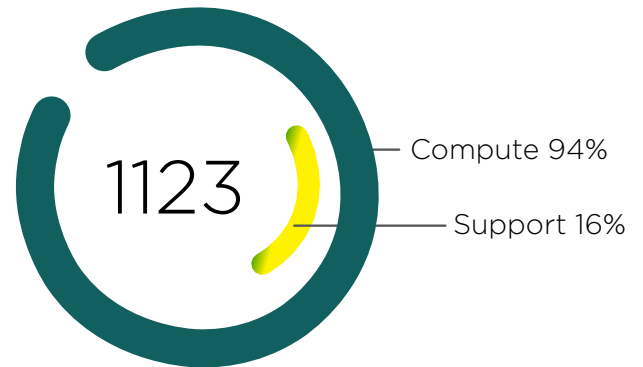
Developer/Login Nodes **Batch Queue/Cluster**
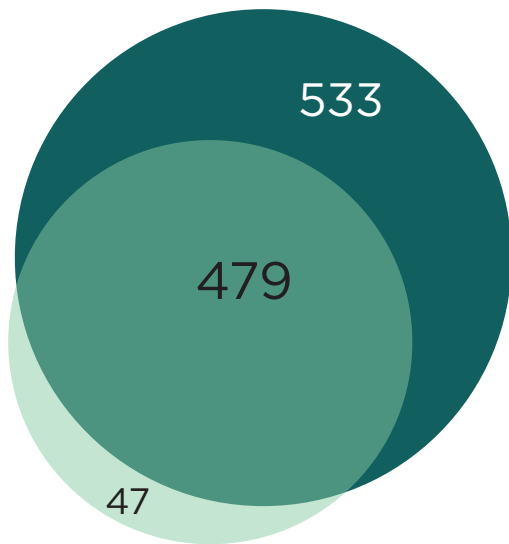
NUMBER OF USERS ACCESSING ICER COMPUTE SERVICES

533

479

47

This figure shows a breakdown of users who accessed ICER compute services:
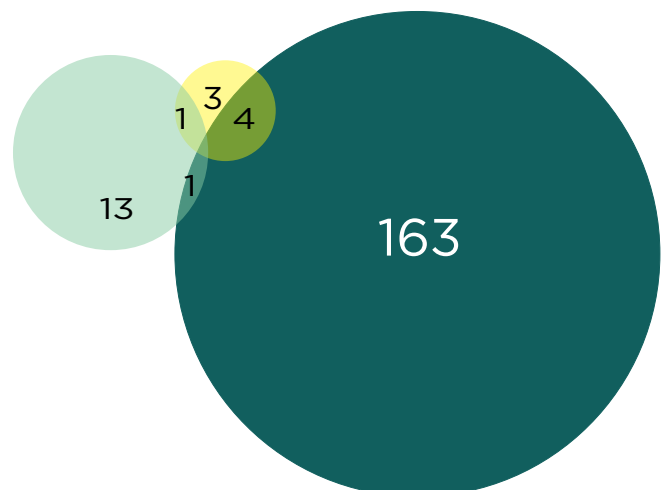**479 users accessed the developer nodes to submit jobs to the queue.**

533 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
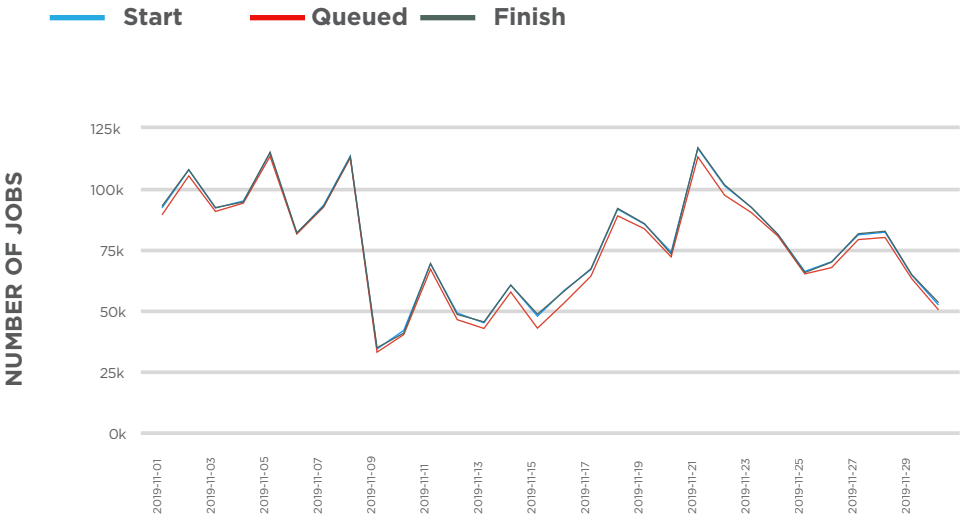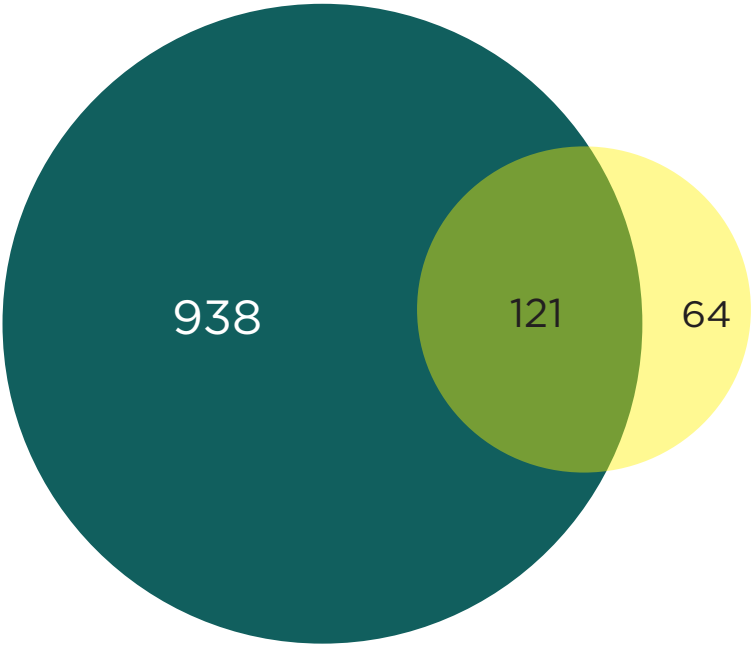> Find development nodes sufficient for their research.

NUMBER OF USERS ACCESSING ICER SUPPORT SERVICES

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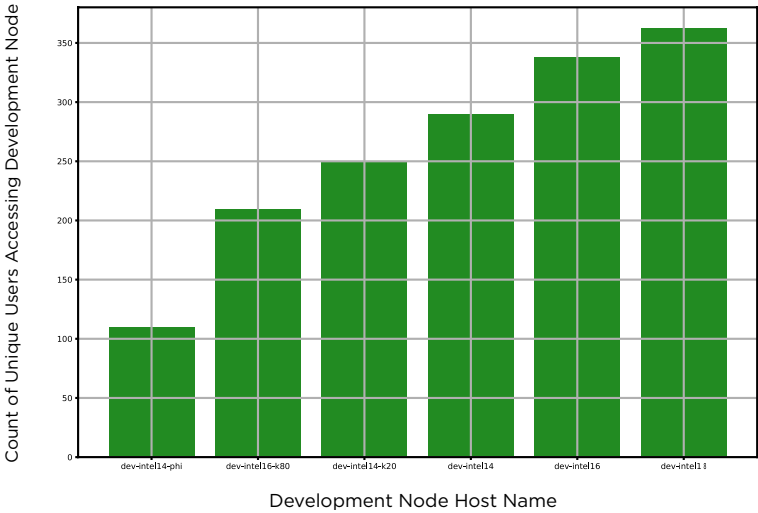
Tickets **Workshops** **Office Hour**

3
1   4
1
13
163

COMPARISON BETWEEN NUMBER OF USERS USING ICER SUPPORT AND COMPUTE SERVICE

938   121   64

■ **Compute**

■ **Support**

— **Start** — **Queued** — **Finish**

NUMBER OF JOBS

125k

100k

75k

50k

25k

0k

2019-11-01
2019-11-03
2019-11-05
2019-11-07
2019-11-09
2019-11-11
2019-11-13
2019-11-15
2019-11-17
2019-11-19
2019-11-21
2019-11-23
2019-11-25
2019-11-27
2019-11-29

On a typical day, the scheduler processes approximately 246,623 jobs. This includes jobs that are queued, jobs that start and jobs that end. Put in another way, the scheduler manages approximately 3 jobs per second.

UNIQUE USER COUNT ON DEVELOPMEMT NODES

Count of Unique Users Accessing Development Node

350

300

250

200

150

100

50

0

dev-intel14-phi   dev-intel16-k80   dev-intel14-k20   dev-intel14   dev-intel16   dev-intel1

Development Node Host Name

TICKET ACTIVITY SUMMARY

284
387
209
19

Tickets **Created**
Tickets **Updated**
Tickets **Resolved**
Open Tickets

TICKET MESSAGE SUMMARY

565
Total Users' Messages

628
Total ICER's Messages

TICKET RESOLUTION STATISTIC

474
Messages answered in November

- 19.03%
- 54.82%
- 6.09%
- 15.48%
- 6.851%

■ 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
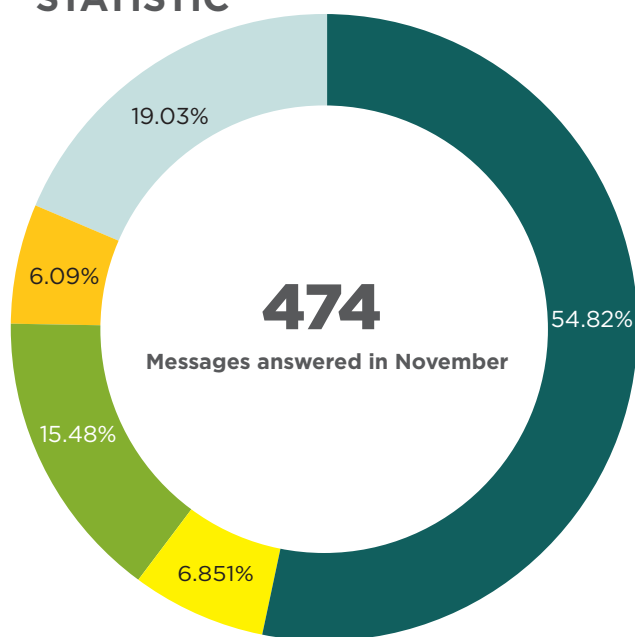
NOVEMBER TICKET HIGHLIGHTS
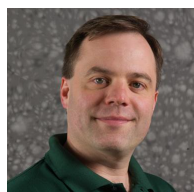
DIRK COLBRY
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RUNNING IMAGEJ ON THE HPCC

35
New User Accounts created
in November

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