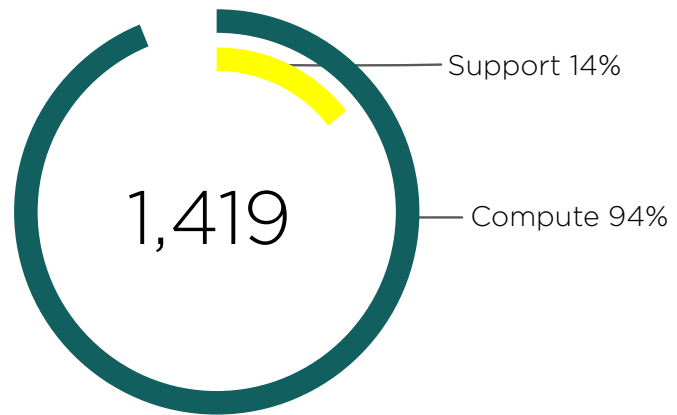


ICER SERVICE REPORT

Nov. 2023

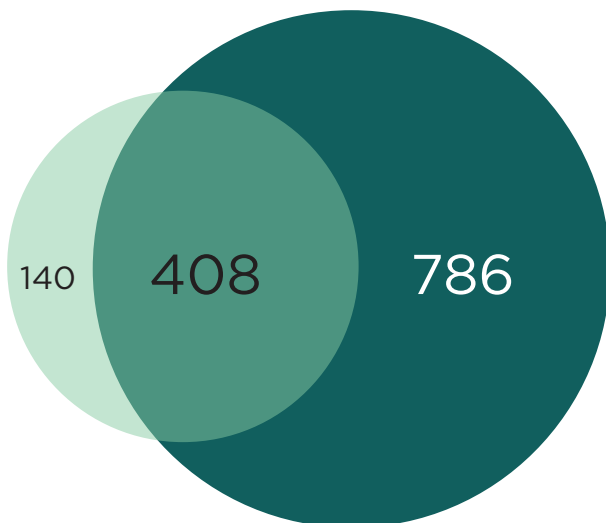
NUMBER OF RESEARCHERS UTILIZING ICER'S SERVICES



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:

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

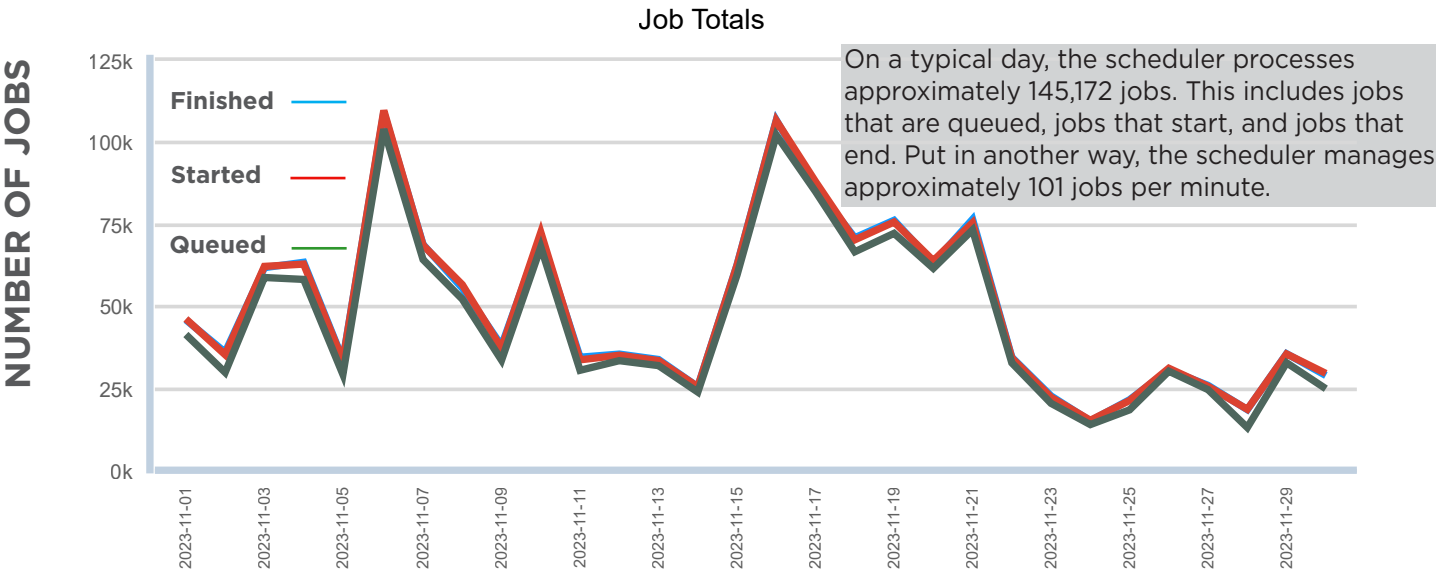
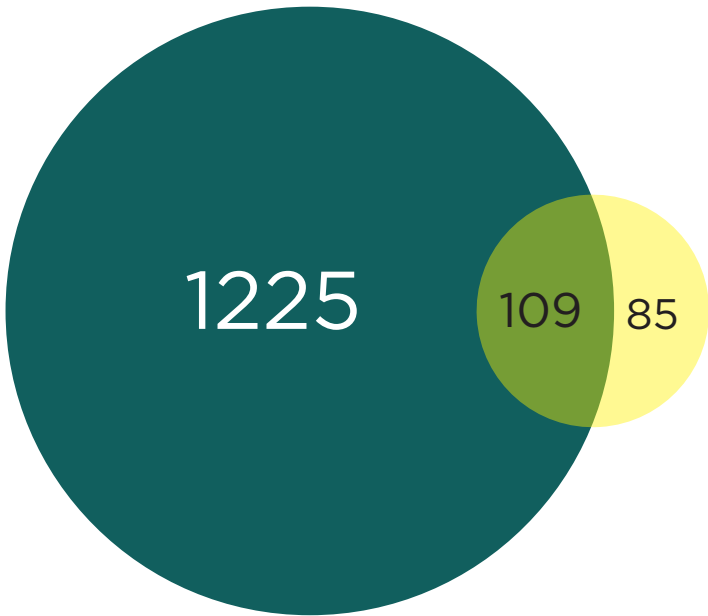
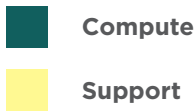
786 interactive users utilized only ICER developer nodes to do their work. This includes users who:

- > 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.

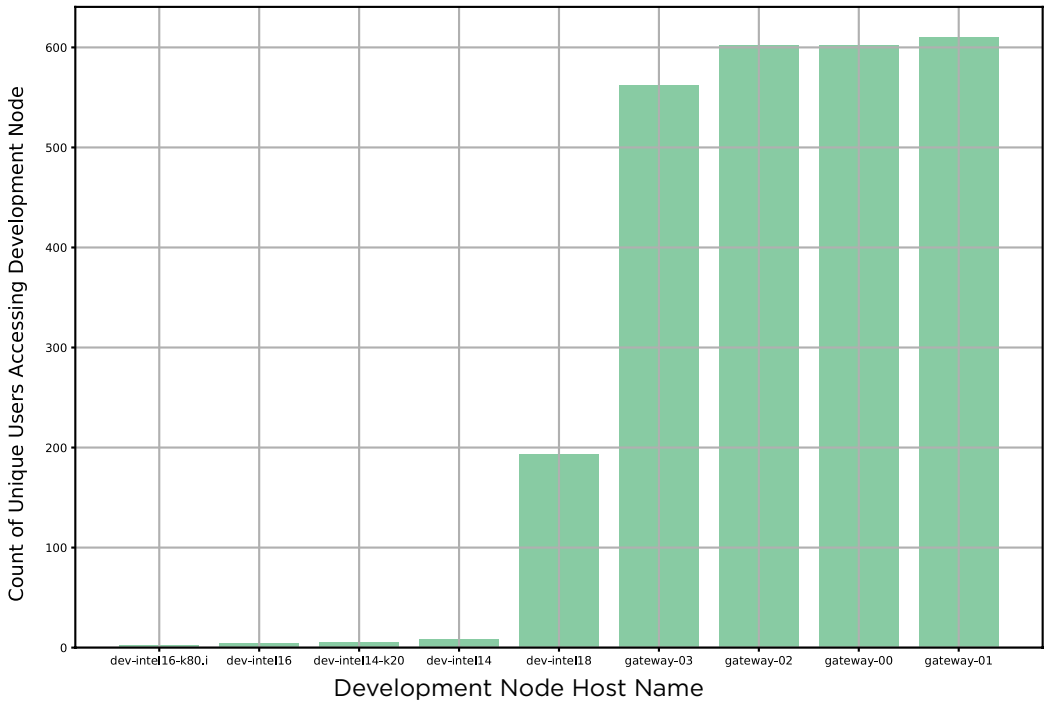
62

New User Accounts created
in November

COMPARISON BETWEEN NUMBER OF
USERS USING ICER SUPPORT AND
COMPUTE SERVICE



COUNT OF
UNIQUE USERS
ACCESSING
DEVELOPMENT
NODES



TICKET ACTIVITY SUMMARY

325

Tickets **Created**

438

Tickets **Updated**

326

Tickets **Resolved**

13

Open Tickets

TICKET MESSAGE SUMMARY



702

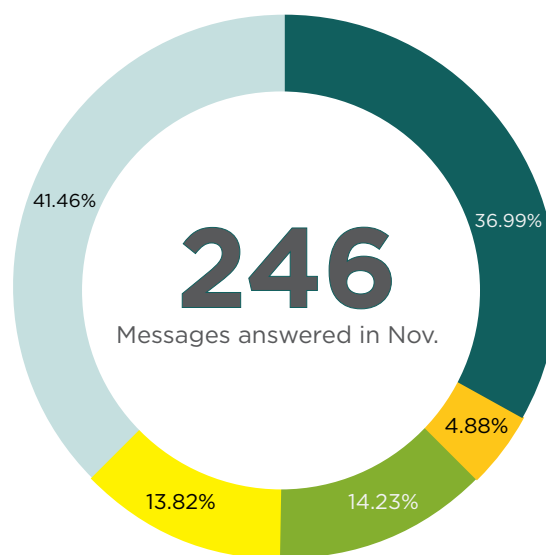
Total Users' Messages



457

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

DECEMBER TOPIC OF THE MONTH



WHAT IS THE PURPOSE OF
SCHEDULED DOWNTIMES
ON THE HPCC?

TOM HOLMCOMB
HPC Administrator

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