

Research Computing Advisory Committee

Minutes Sep 9, 2019 (taken by Erik Deumens)

Present: Paul Avery, Nikolay Bliznyuk, Ana Conesa, Susmita Datta, Ryan Davisson, Erik Deumens, Bill Hogan, Damon Lamb, Lauren McIntyre, Ann Progulskey-Fox, Melissa Rethlefsen, Alberto Riva, Plato Smith, Bruce Vogel, Chris Vulpe

Discussion

- The issue statistics for 2019 were presented for user-initiated tickets on the HiPerGator infrastructure, see slides below.
 - o There are good resolution times.
 - o Older tickets were excluded. In the last year, RC staff has been cleaning out tickets that are wishes that cannot be fulfilled without a project and proper prioritization. The tickets are closed with the project information, if there is one that will address the issue upon completion, or with an indication of why this cannot be addressed at this time.
 - o The committee requested to see data on the work done by Justin and Brian. That will be provided at the next meeting.
- Policy work
 - o The joint ISAC-RCAC meeting to work on the policy review will be in September.
 - o The 5-point document draft is not available yet. Erik will work with Rob and Avi to prioritize this.

Using HiPerGator for students

- HiPerGator is used in several classes every semester with great success.
 - o RC provides the resources on HiPerGator as an allocation that lasts the semester. All accounts are deleted one week after finals.
 - o Faculty and the team of TAs must agree to provide support for the students, with RC staff supporting the TAs.
- There is a need to allow students to work on HiPerGator for individual projects that are not necessarily part of a research group activity sponsored by a faculty member of department.
 - o The CIO has agreed to find funding for the investments in cores, storage, and GPUs needed for such activity.
 - o The condition is that a support organization must be found to provide guidance to the students. RC staff can support the mentors in the support organization.
 - o RC provides the basic training with online material and its regular training classes; the staff in the support organization can provide additional training and Q&A sessions and office hours.

- The Libraries have increasingly taken on an active role in providing support with data and computation for students, undergraduate and graduate. They are willing to engage in a pilot project to try extending the model.
- The support organization can enlist students in a variety courses with 0 credit or with some credit as appropriate to provide a way to formalize the use of HiPerGator. The semester time frame seems appropriate and students can engage during multiple semesters.

Action item

- Erik draft a proposal outlining the structure and roles.
- Elias Eldayrie VP & CIO and Judith Russel Dean of Libraries will be the sponsors

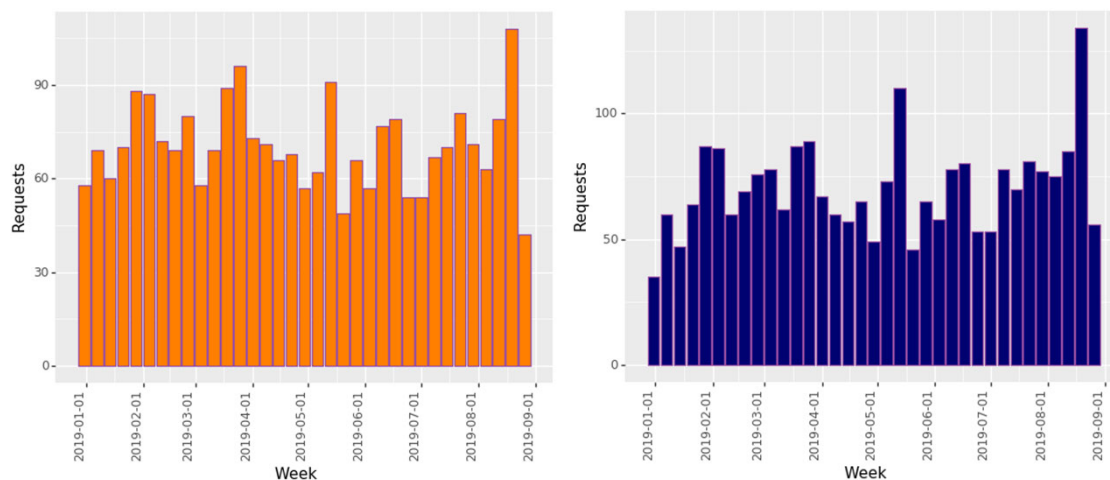
Organization

Next meeting will be in Oct. 7, 2019 from 1:30 – 2:30 pm. The meeting will be in NPB 2165 and will be Zoom enabled for virtual attendance.

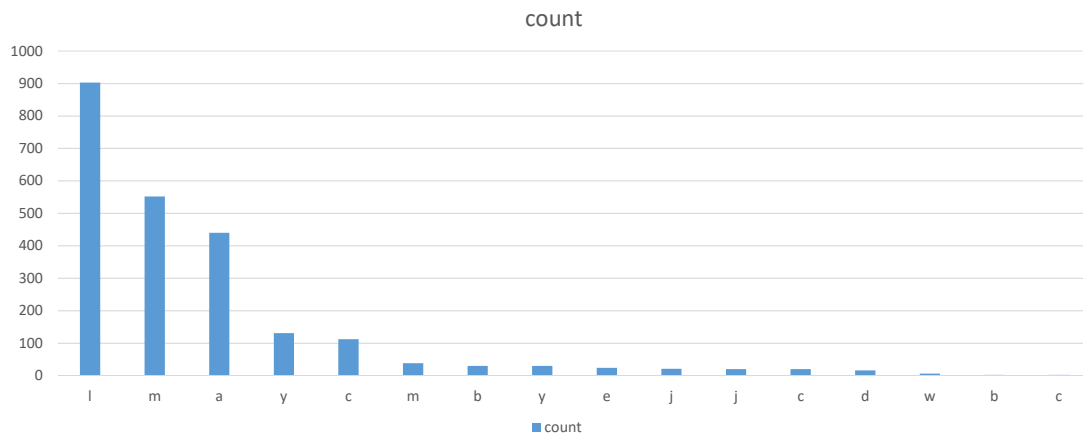
UFIT RC ticket metrics Jan 2019 – Aug 2019

- Opened 2,470 – closed 2,347 – open 123
- Time from open to close
- Mean – 5.6 days
- Standard deviation – 15.6 days
- Min – 0 hours
- 25-percentile – 1 hour
- 50-percentile – 20 hours
- 75-percentile – 3.9 days
- Max – 147 hours

New & closed per week Jan 2019 – Aug 2019



Ticket count by staff Jan 2019 – Aug 2019



Ticket type by staff Jan 2019 – Aug 2019

Larry - account requests, permission changes, file movement.

Max - most of the application and module installs, some troubleshooting

Alex - some application installs, mostly troubleshooting

Ying - some application installs and troubleshooting, mostly investment processing

Charlie - some MPI/fortran application installs/troubleshooting, mostly SLURM help