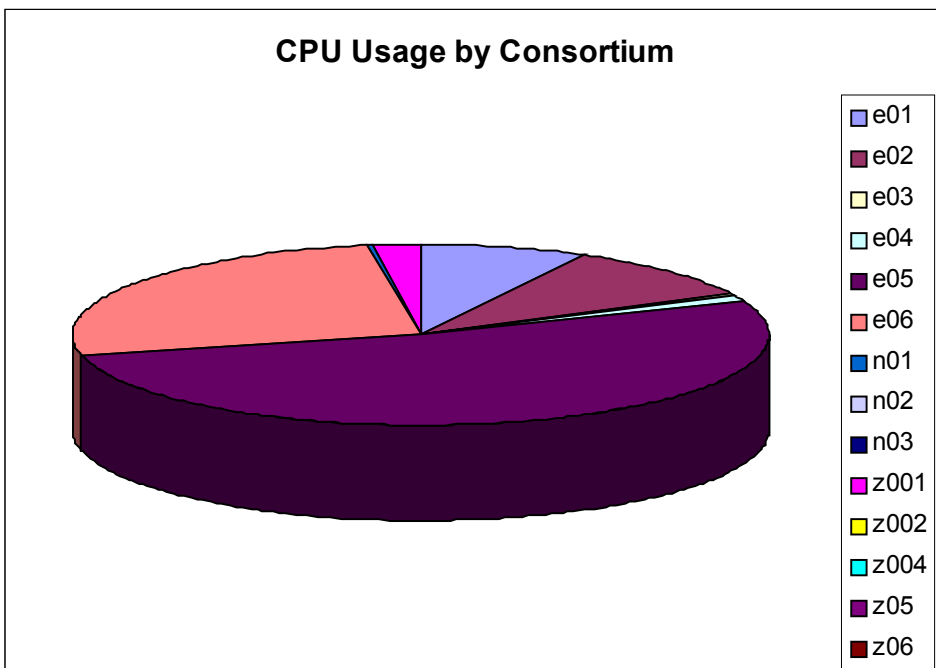
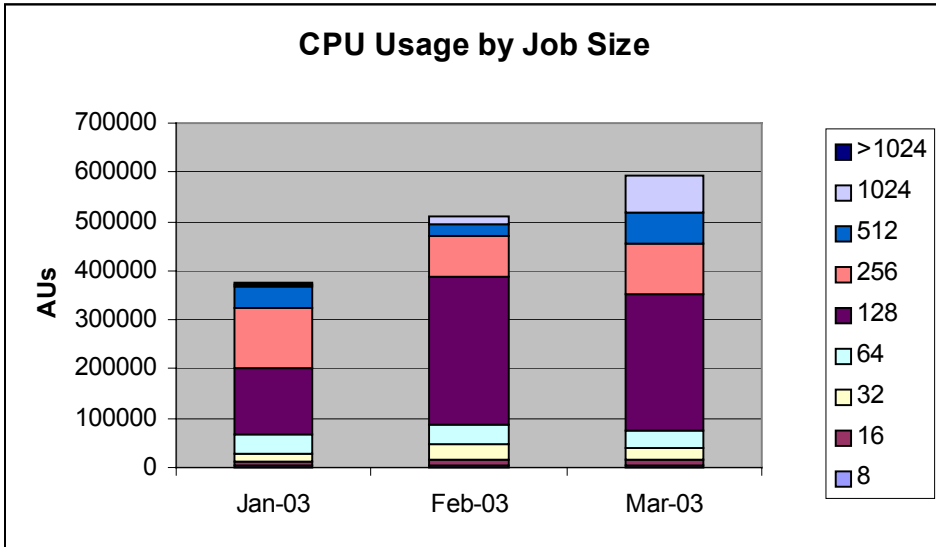


Summary of HPCx Quarterly Report Jan-Mar 2003

1 Executive Summary

- Utilisation of the service has risen consistently over the last few months and is now around 80% on the capability region.
- The modal job size is 128 CPUs and more than a third of the utilisation was from jobs of at least 256 CPUs.
- However, the number of incidents remains high and the number of failures even appears to be increasing. Correspondingly, the MTBF figures are significantly short of the agreed targets. However, the serviceability figures have been kept reasonable thanks to the efforts of the Systems team.
- Interactions with the users have been good:
 - the helpdesk is exceeding all its targets;
 - the training programme is well under way;
 - the numbers of AV and A&M FTEs have been high;
 - the outreach to lifesciences has identified a number of projects due to start in July;
 - there is a user group arranged for April and the first newsletter is due in May.
- The Terascaling team has begun work on a good range of applications codes and has had a number of successes.

2 Utilisation



3 Summary of Performance Metrics

<i>Metric</i>	<i>TSL</i>	<i>FSL</i>	<i>January</i>	<i>February</i>	<i>March</i>
Technology serviceability	80%	99.2%	99.6%	98.0%	96.8%
Technology MTBF (hours)	200	300	293	183	81
Number of AV FTEs	7.5	10	12.6	11.7	12.6
Number of training days per month	30/12	40/12	10/1	17/2	17/3
Non in-depth queries resolved within 3 days	85%	97%	98.7%	98.7%	97.8%
Number of A&M FTEs	3.75	5.75	8.2	7.1	7.9
A&M serviceability	80%	100%	99.4%	99.6%	99.9%

<i>Colour</i>	<i>Meaning</i>
	Exceeds FSL
	Between TSL and FSL
	Below TSL