

Thus spoke CÉCI Users

2014 CÉCI user
satisfaction survey

anonymous survey

Target: account holders

Span: June 4th to June 22nd

2 emails to the list

questions

How did you learn about us ?

Was it easy to create an account,
to connect ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

feedback ...

Response demography



74 responses

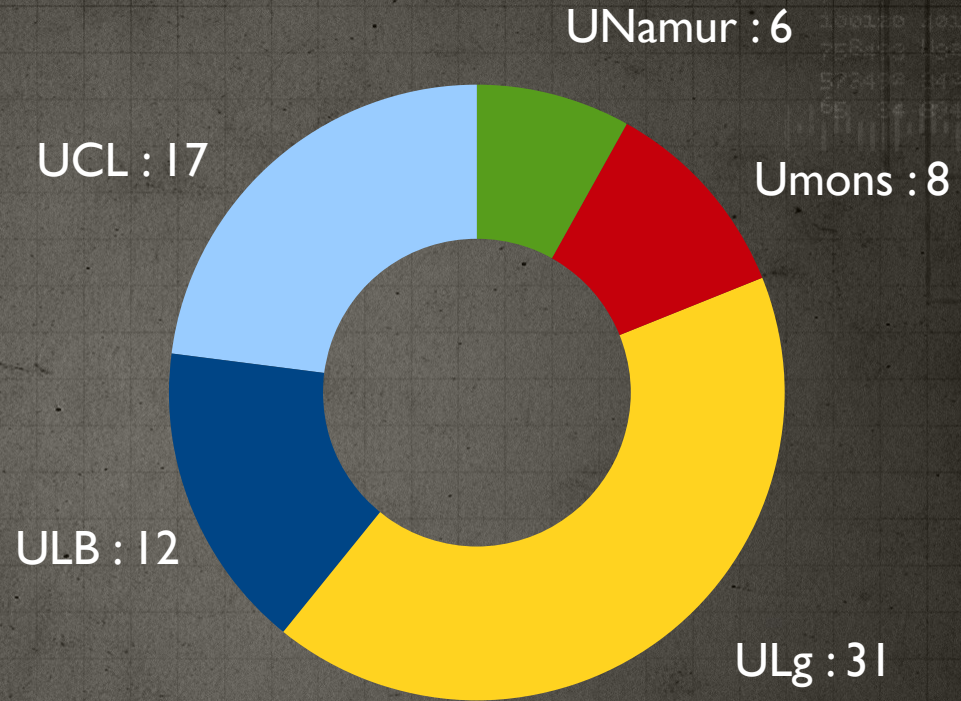
Out of approx. 315 users
active since January that year

LAST YEAR

60 responses

Out of approx. 130 users
active since January that year

74 responses



LAST YEAR

60 responses

UCL : 23

UNamur : 12

Umons : 7

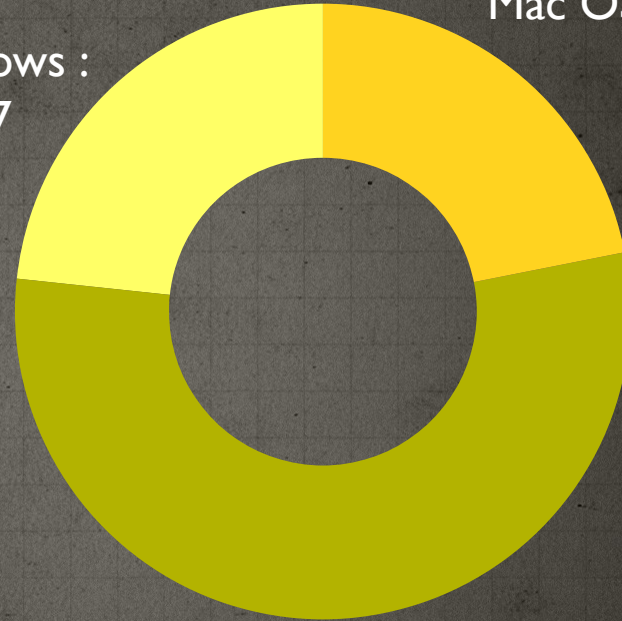
ULB : 5

ULg : 11

Operating system

Windows :
17

Mac OSX : 16



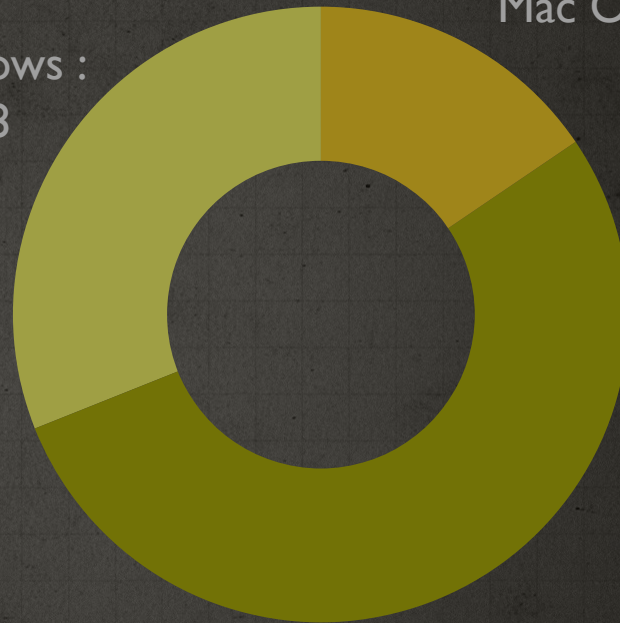
Linux : 40

LAST YEAR

Operating system

Windows :
18

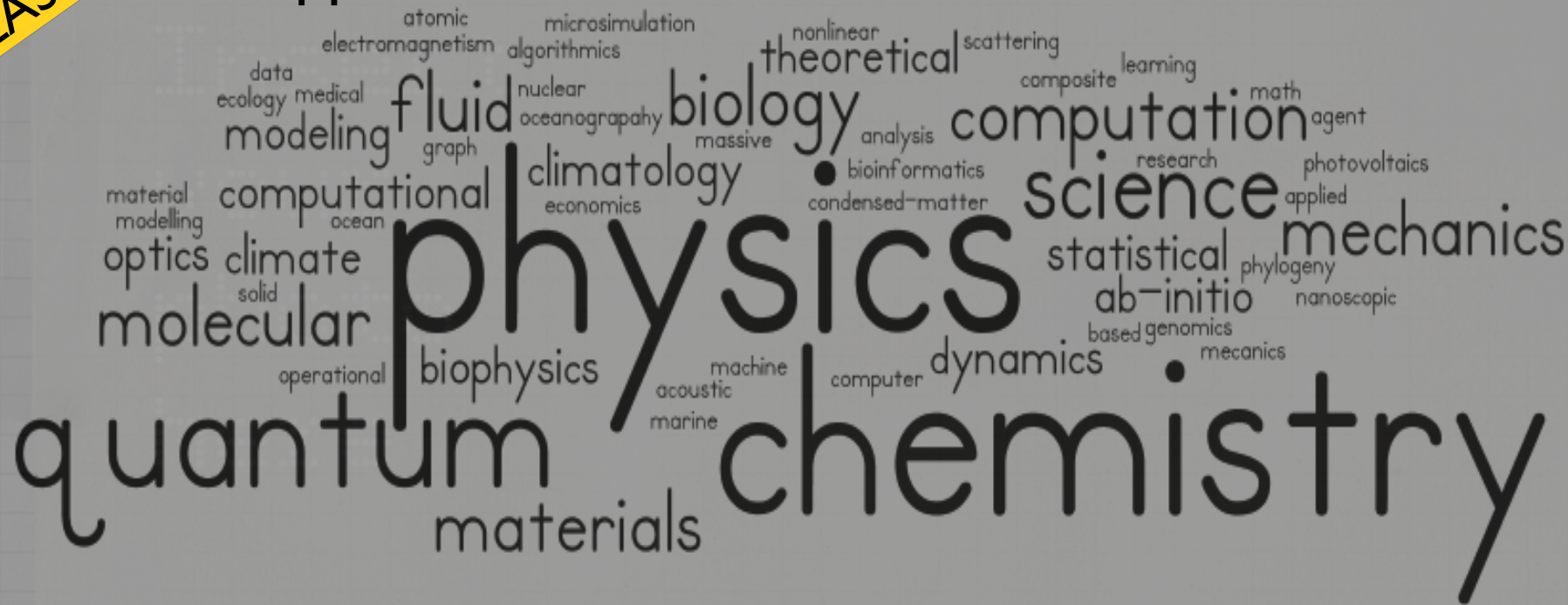
Mac OSX : 9



Linux : 31

LAST YEAR

Fields of application



Response Analysis



questions

How did you learn about us ?

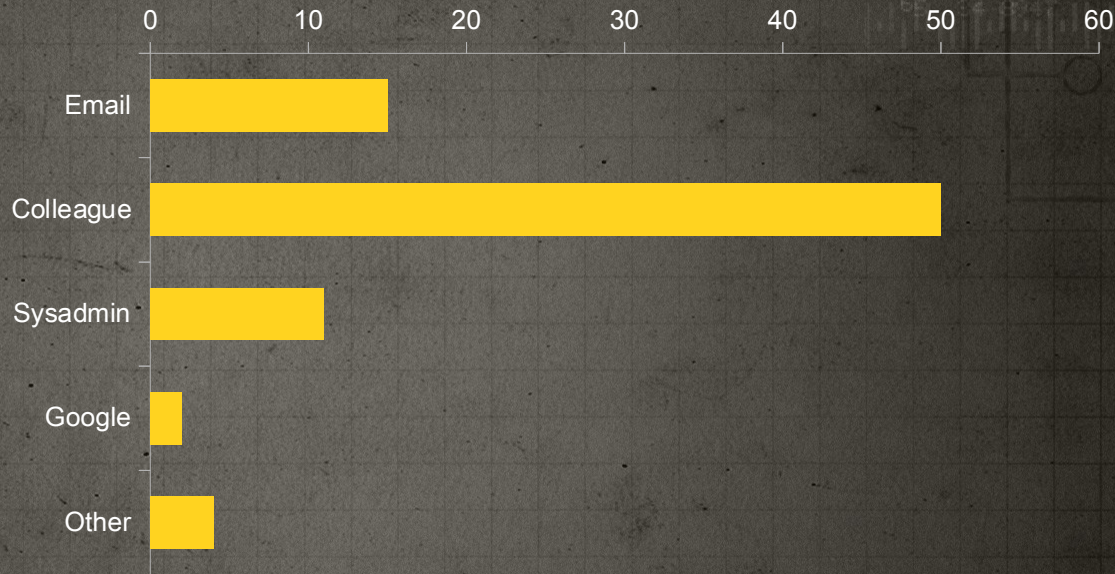
Was it easy to create an account,
to connect ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

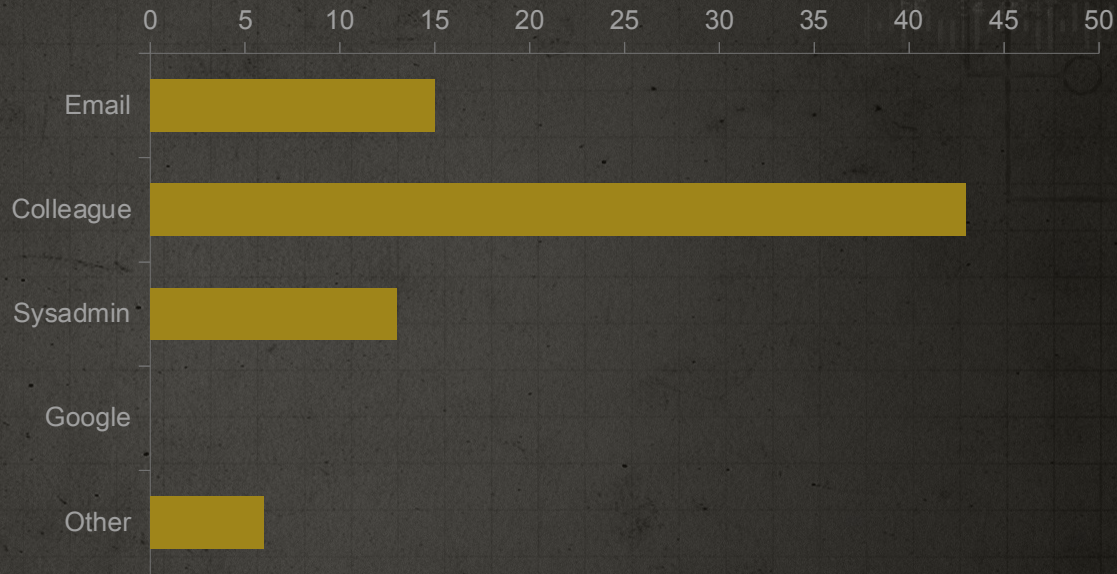
What would your dream job be ?

How did you find out about the CÉCI ?



LAST YEAR

How did you find out about the CÉCI ?



questions

How did you learn about us ?

Was it easy to create an account,
to connect ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

Was it easy
to create an
account ?

92 %
yes

LAST YEAR

Was it easy
to create an
account ?

85%
yes

Was it easy
connecting
with SSH ?

80 %
yes

Among the 20%: 5 Linux | 5 MacOS | 5 Windows

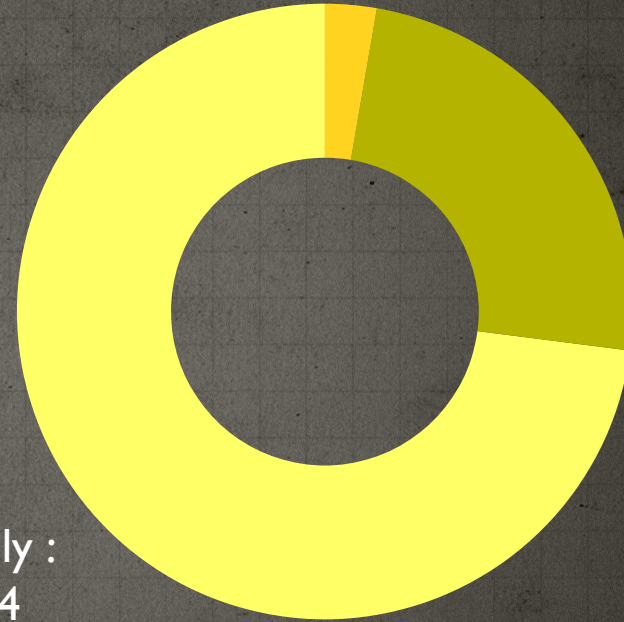
LAST YEAR

Was it easy
connecting
with SSH ?

70%
yes

Did you find help when needed ?

Easily :
54



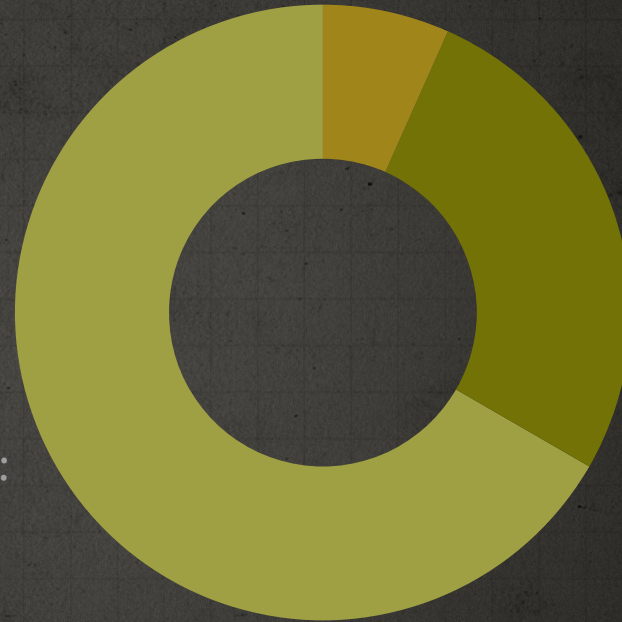
It was truly
difficult : 2

Not quite
easily : 18

LAST YEAR

Did you find
help when
needed ?

Easily :
40



It was truly
difficult : 4

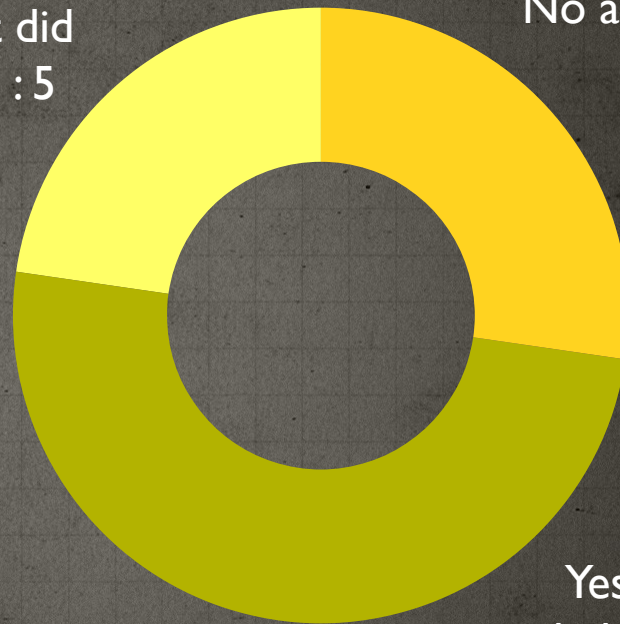
Not quite
easily : 16

For those who did not find it easy:

Did you find
the F.A.Q. ?

Yes but it did
not help : 5

No answer : 4



Yes and it
helped : 11

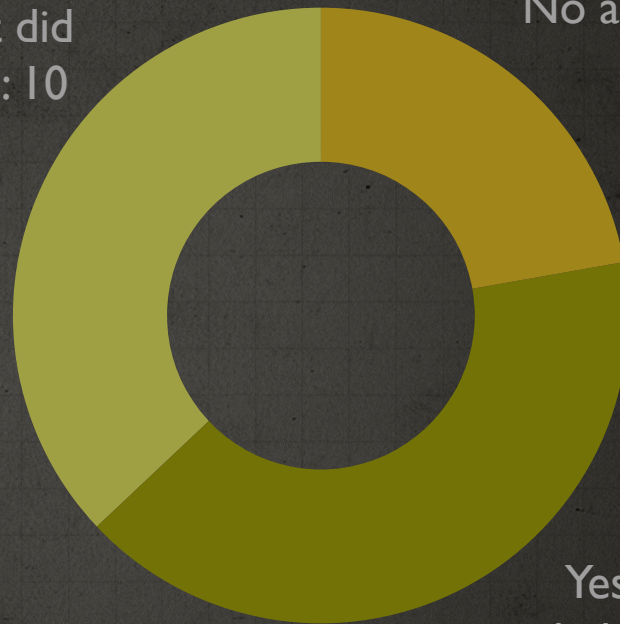
LAST YEAR

For those who did not find it easy:

Did you find
the F.A.Q. ?

Yes but it did
not help : 10

No answer : 4



Yes and it
helped : 11

Do you ...

... often visit the CÉCI website?

Yes: 50%

A horizontal bar chart with a yellow segment representing 50% and a grey segment representing the remaining 50%.

... often visit the website of the HPC center of your university?

Yes: 25%

A horizontal bar chart with a yellow segment representing 25% and a grey segment representing the remaining 75%.

... ask questions to your peers rather than to sysadmins

Yes: 33%

A horizontal bar chart with a yellow segment representing 33% and a grey segment representing the remaining 67%.

... google information rather than read the provided documentation

Yes: 33%

A horizontal bar chart with a yellow segment representing 33% and a grey segment representing the remaining 67%.

... pay attention to the message displayed when you log in a cluster ?

Yes: 59%

A horizontal bar chart with a yellow segment representing 59% and a grey segment representing the remaining 41%.

... read the emails sent to the mailing list?

Yes: 78%

A horizontal bar chart with a yellow segment representing 78% and a grey segment representing the remaining 22%.

questions

How did you learn about us ?

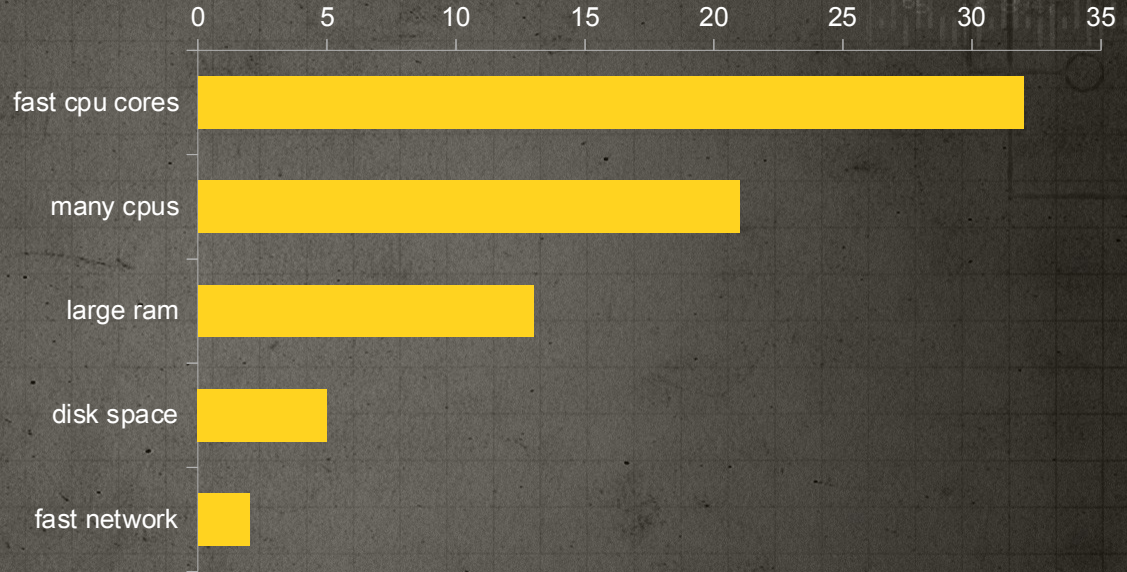
Was it easy to create an account,
to connect ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

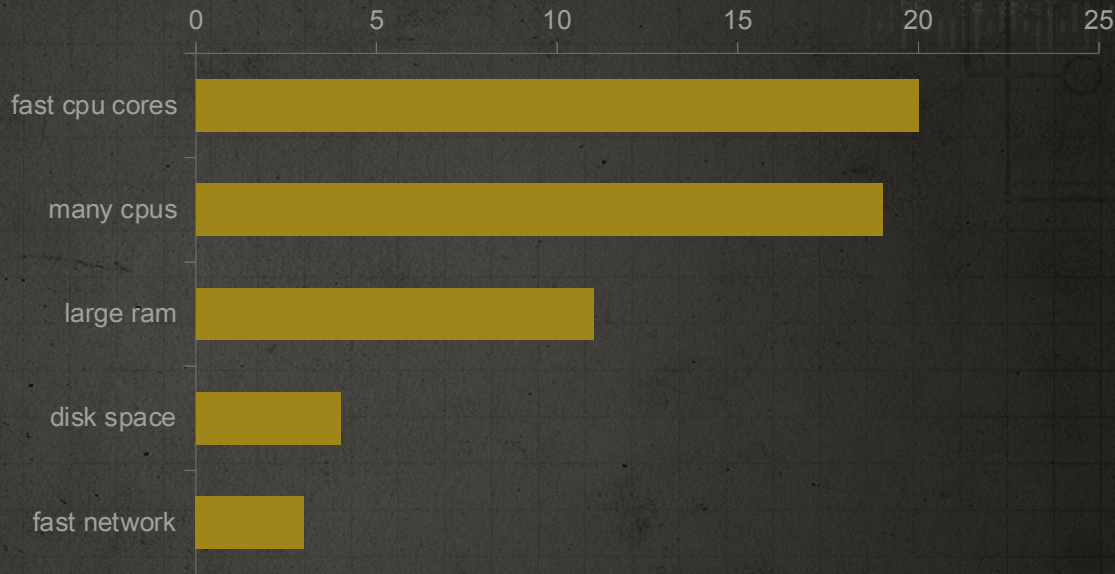
What would your dream job be ?

What is the most
important piece of
hardware you
need ?

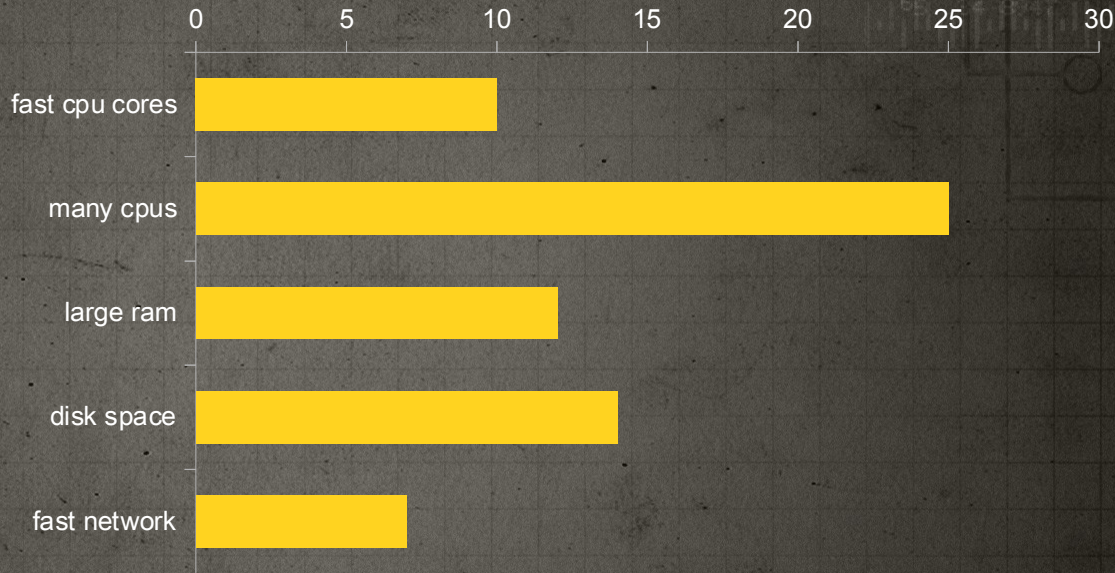


LAST YEAR

What is the most
important piece of
hardware you
need ?



^{second}
What is the most
important piece of
hardware you
need ?



LAST YEAR

second

What is the most
important piece of
hardware you
need ?

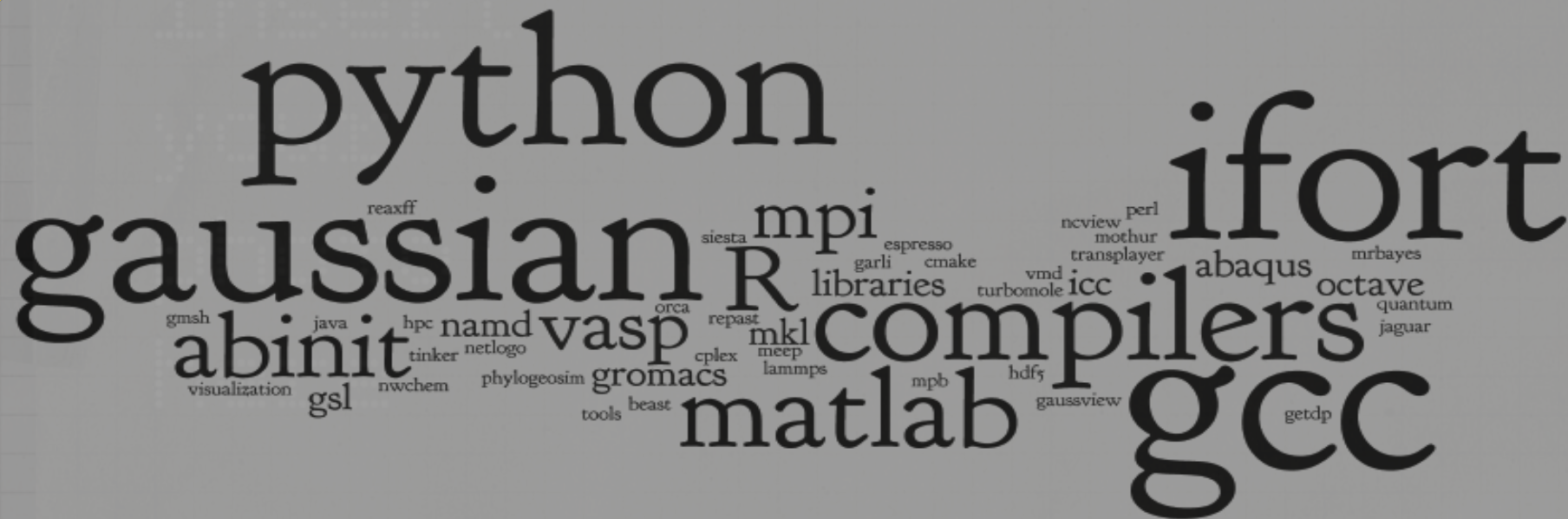


gce
Al Dice matla



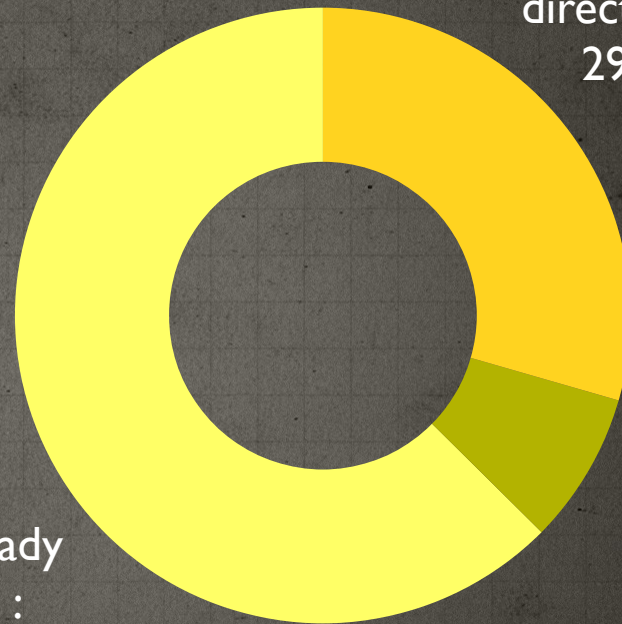
LAST YEAR

What software do you need ?



Is that software available ?

It was already
installed :
62%



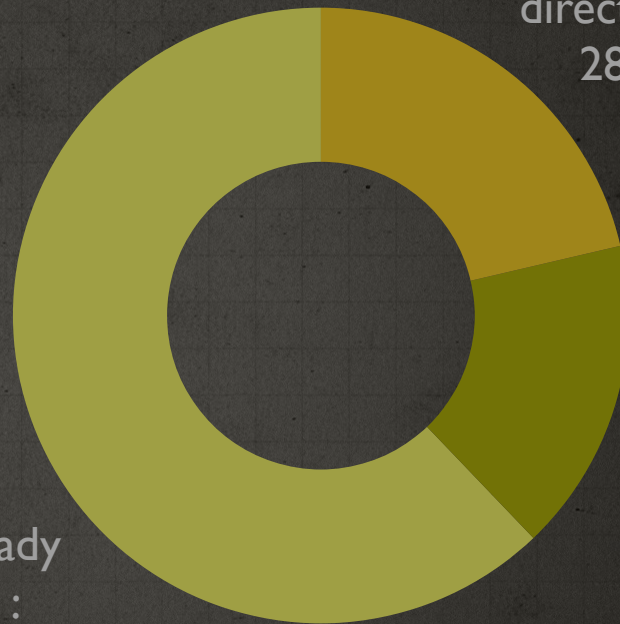
I installed it
in my home
directory :
29%

I asked to
have it
installed : 7%

LAST YEAR

Is that
software
available ?

It was already
installed :
56%



I installed it
in my home
directory :
28%

I asked to
have it
installed :
14%

questions

How did you learn about us ?

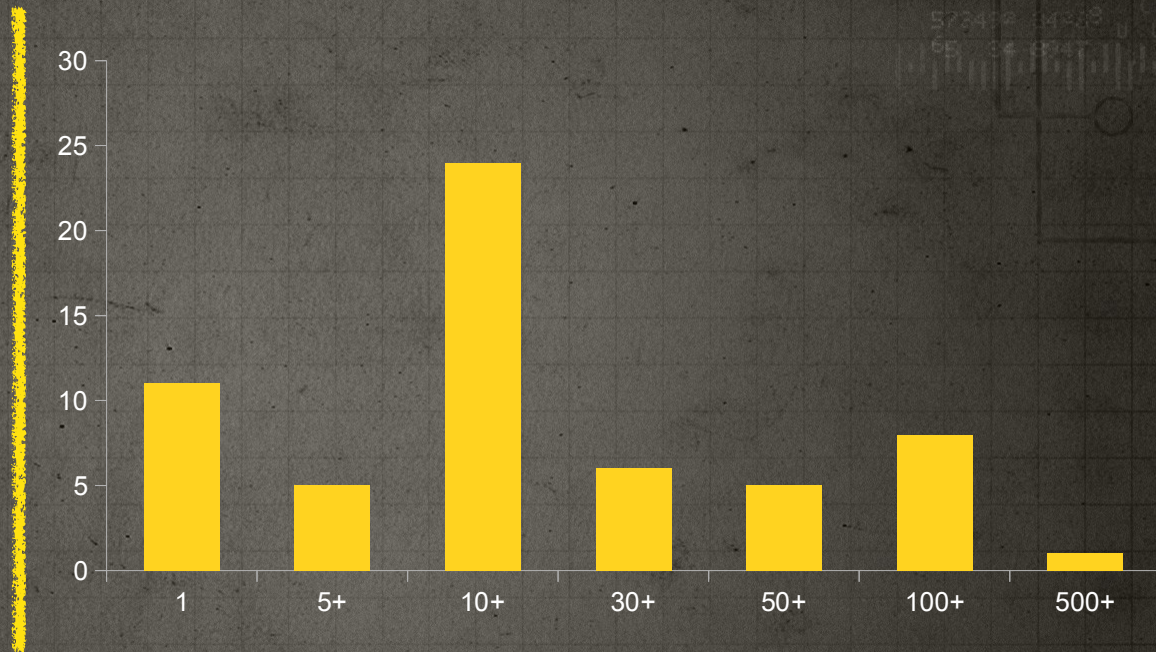
Was it easy to create an account,
to connect ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

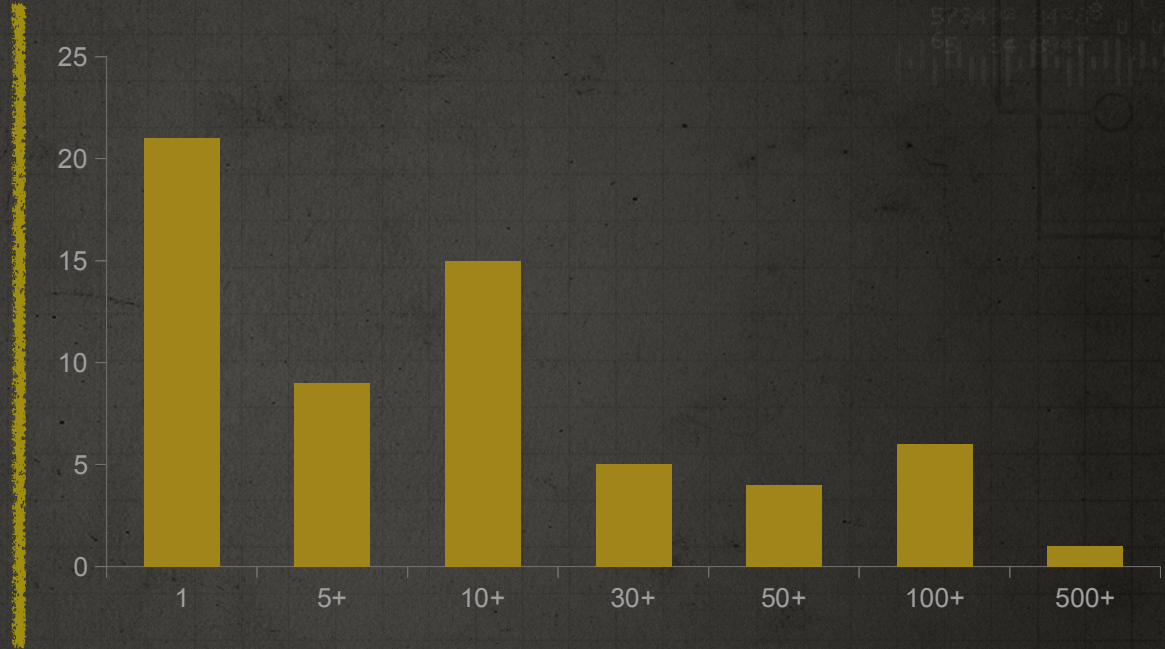
What would your dream job be ?

Typical nb of cores



LAST YEAR

Typical
nb of cores



Typical job duration



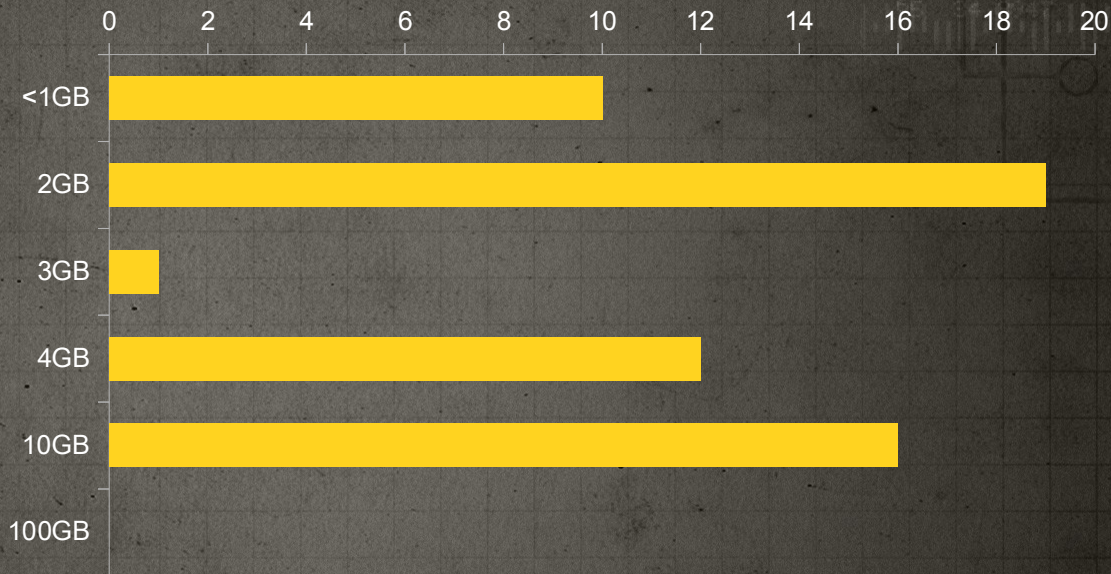
2 respondents answered in minutes (!)

LAST YEAR

Typical job duration



Typical RAM / core

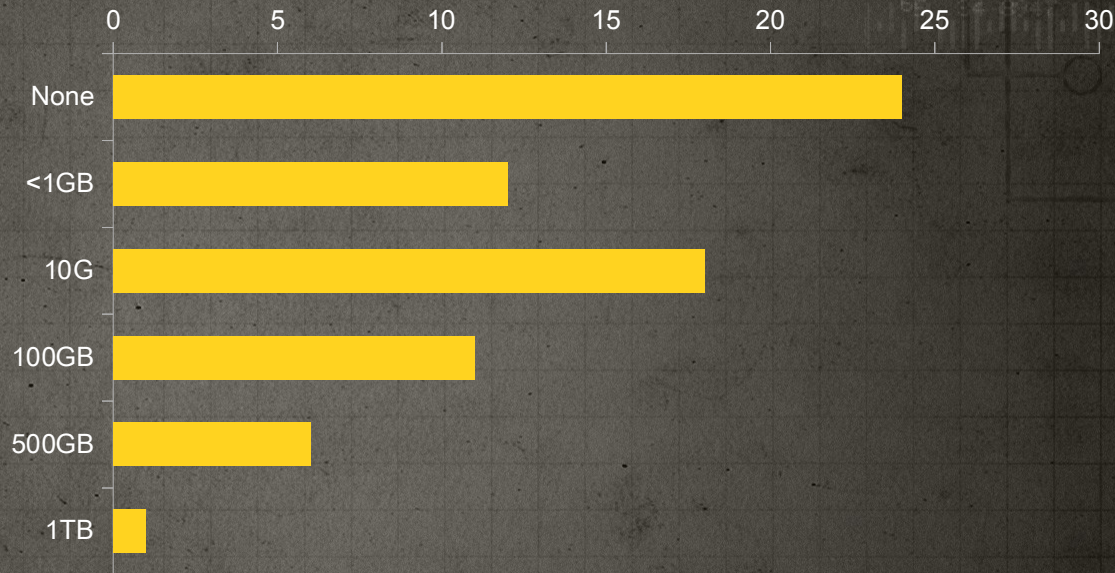


LAST YEAR

Typical RAM / core

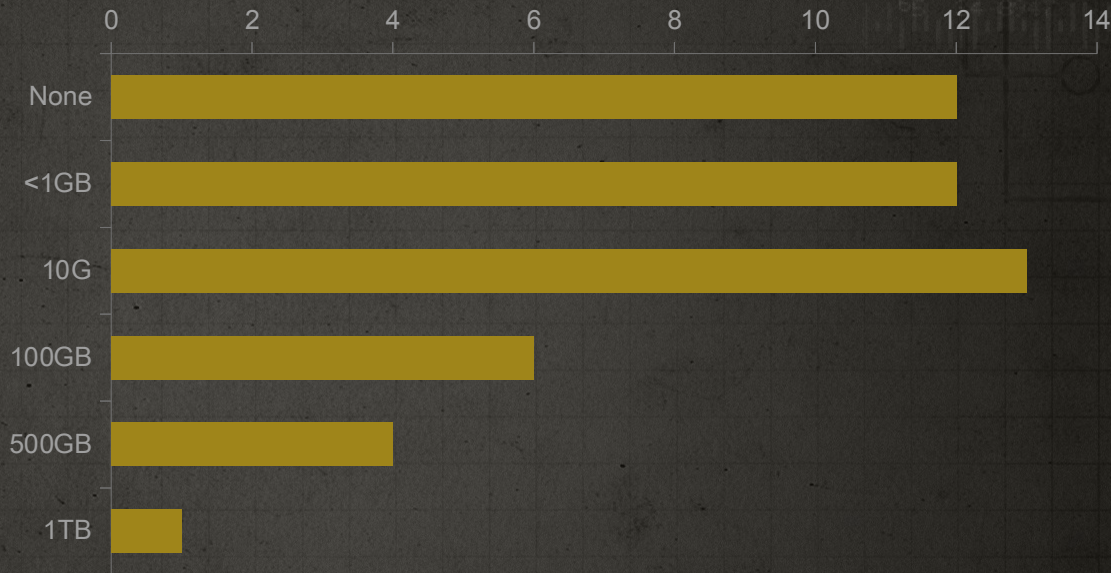


Typical disk / job



LAST YEAR

Typical disk / job



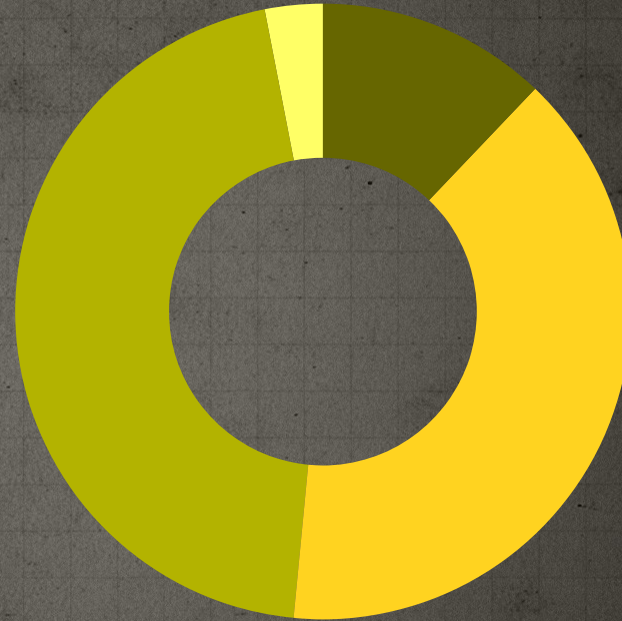
Do you checkpoint?

No: 30

Do you
what ? (2)

Sometimes (8)

Yes: 26



“yes but need a "hand" processing”

“badly”

“No but could be easily implemented”

LAST YEAR

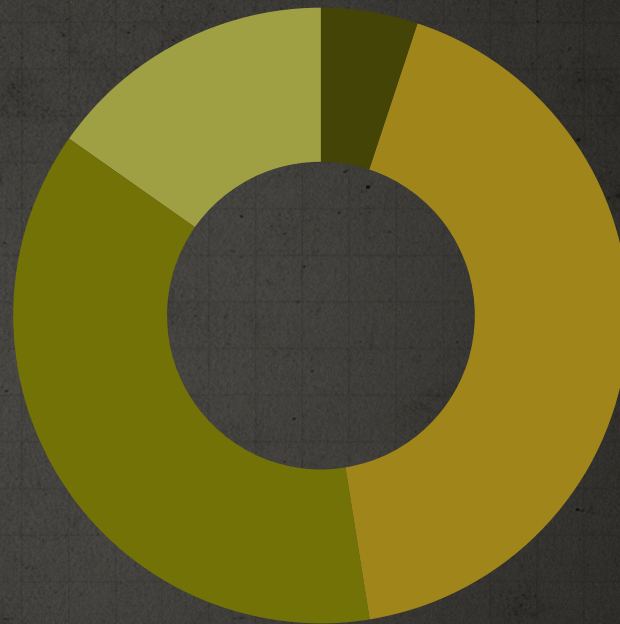
Do you
checkpoint?

Do you
what ? (9)

Not reliable! (3)

No: 22

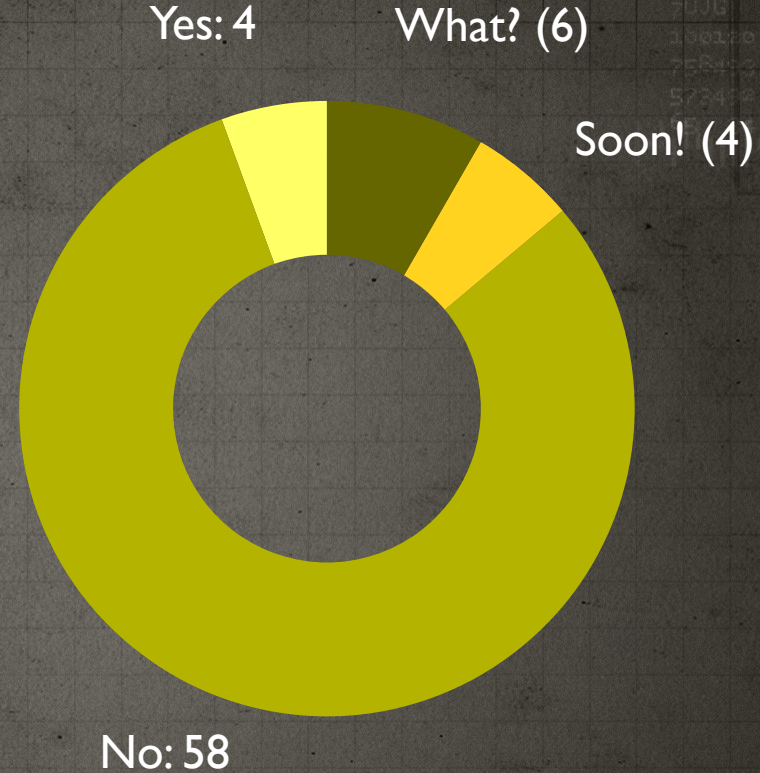
Yes: 25



“Jobs duration: from 20 to 200 days split in 5 days”

“Jobs duration: from 2 to 5 days split in 30 min to 3 hours”

Do you GPU or XeonPhi ?



LAST YEAR

Do you GPU
or XeonPhi ?

95%
NO!

Do you sometimes...

... submit a large number (>100) of jobs at once ?

Yes: 32%

A horizontal bar chart with a yellow segment representing 32% and a grey segment representing the remaining 68%.

... leave data on the scratch to be consumed later ?

Yes: 32%

A horizontal bar chart with a yellow segment representing 32% and a grey segment representing the remaining 68%.

... ssh to the nodes to monitor your job ?

Yes: 54%

A horizontal bar chart with a yellow segment representing 54% and a grey segment representing the remaining 46%.

... use 'fast queues' for debugging ?

Yes: 17%

A horizontal bar chart with a yellow segment representing 17% and a grey segment representing the remaining 83%.

LAST YEAR

Do you
sometimes...

... submit a large number (>100) of jobs at once ?

Yes: 30%

... leave data on the scratch to be consumed later ?

Yes: 30%

... ssh to the nodes to monitor your job ?

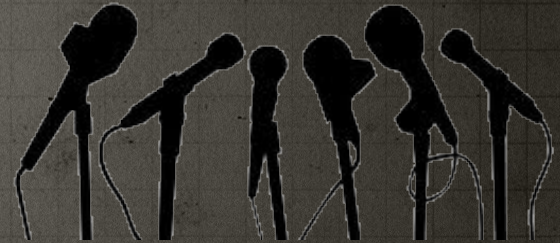
Yes: 53%

... use 'fast queues' for debugging ?

Yes: 23%

Summary

of free comments:



www.cec-hpc.be/survey2014.html