LQCD-ext III
User Survey Results and Actions

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2017 User Survey Results

- Thank you to everyone who took the 2017 User Survey.

- Actions taken in response to 2017 survey

- Below are the improvements that were made last year:
  - ✓ At BNL, documentation was created that would assist with requesting a new User account, accessing the new account, and understanding how the User process worked.
  - ✓ At FNAL, documentation was available; however, the documents needed improvements such as obtaining and accessing user accounts and explaining how to navigate web pages
  - ✓ Both sites also completed maintenance on their web pages such as fixing incorrectly routed links or updating their landing pages

  Links for your review:
  https://www.usqcd.org/fnal
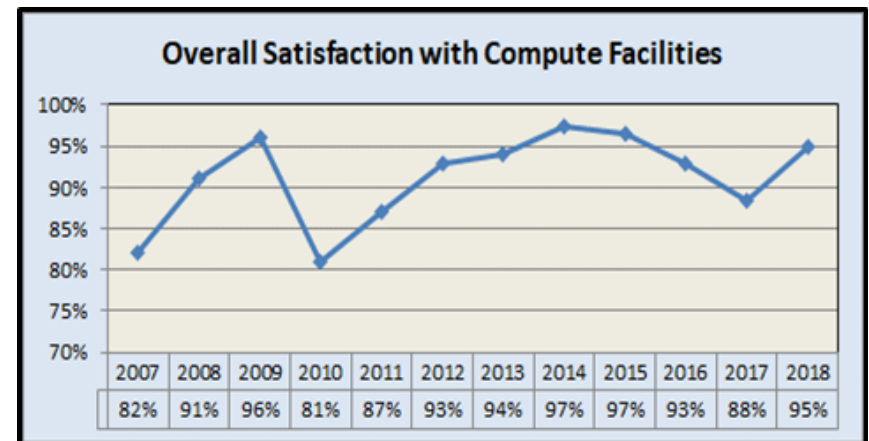 https://www.usqcd.org/bnl/

2018 User Survey Results

- 115 surveys were sent; 62 responses, response rate 54%

- The User Survey was opened from August 20th to September 20th, 2019 and consisted of 43 questions designed to measure the level of satisfaction within the following areas:
  - The Compute Facilities operated and managed by the LQCD project team
  - The Annual Resource Allocation and Call for Proposal processes conducted and managed by the USQCD Scientific Program Committee

- The survey was streamlined for the users by implementing logic to minimize the number of questions they would see
  - This reduced the time that it took participants to complete the survey

- Overall we increased our performance in each category based on the feedback that YOU provided last year.

2018 User Survey Results

➢ Compute Facilities Performance

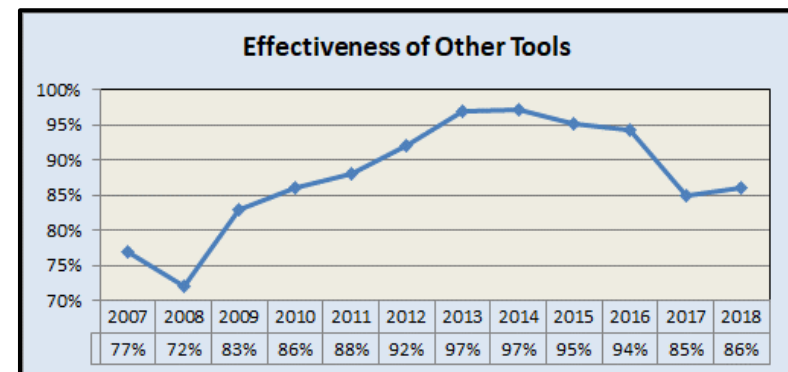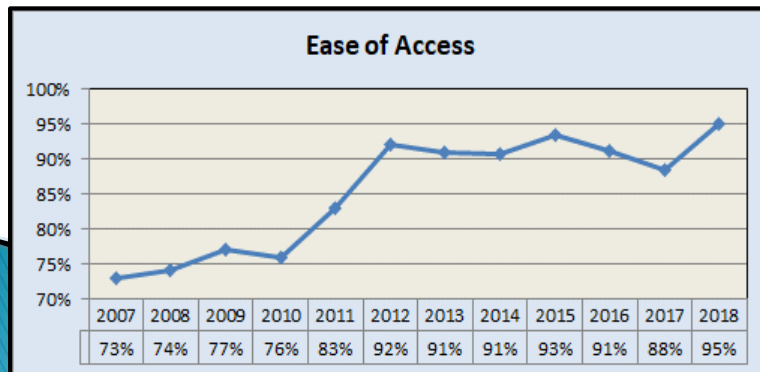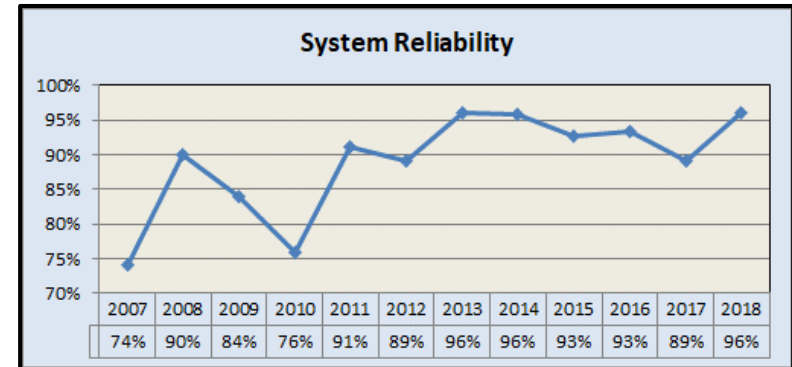- All categories within Compute Facilities increased
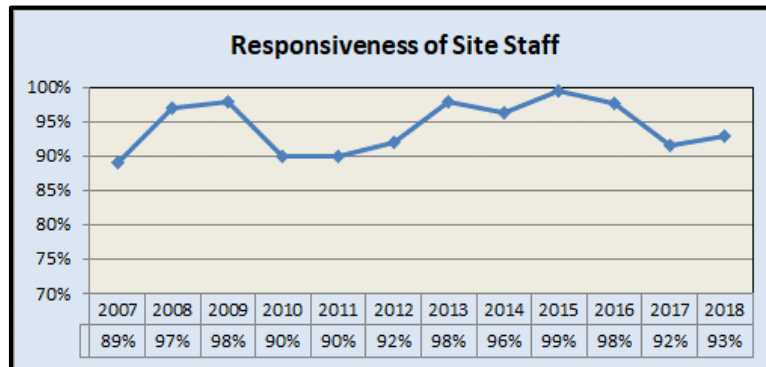- KPI: 92% or greater

Overall Satisfaction with Compute Facilities

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	82%	91%	96%	81%	87%	93%	94%	97%	97%	93%	88%	95%

FY17 Compute Facility Performance	BNL	FNAL
Overall Level of Service Satisfaction	79%	97%
User Documentation	51%	90%
User Support	81%	97%
Responsiveness of Site Staff	82%	98%
System Reliability	92%	95%
Ease of Access	83%	93%
Effectiveness of other Tools	72%	93%

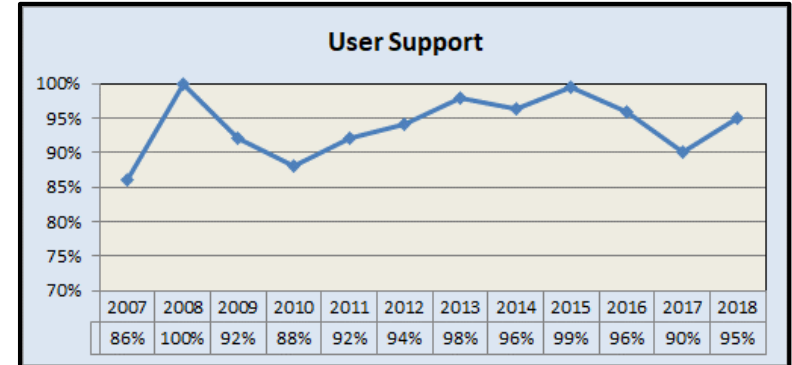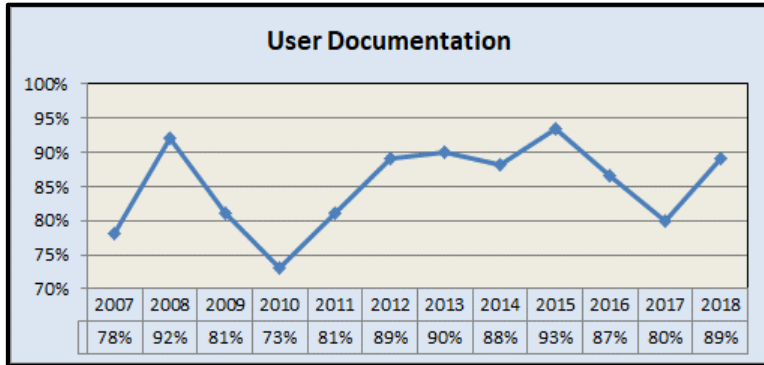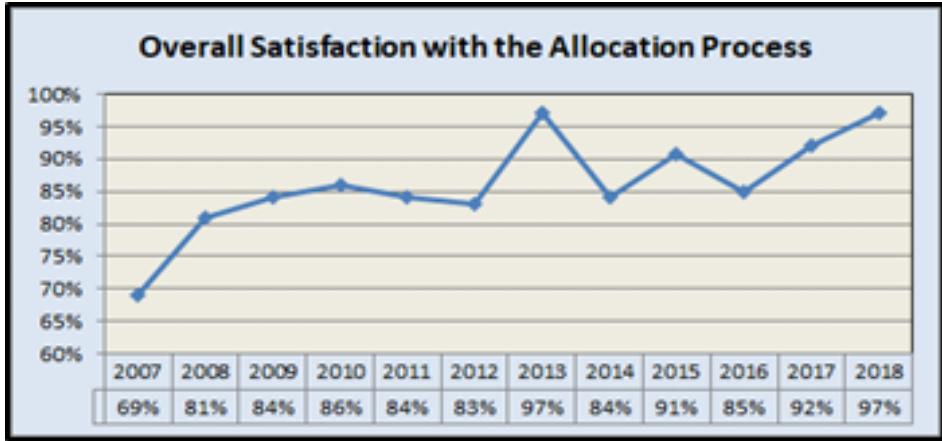| FY18 Compute Facility Performance	BNL	FNAL
Overall Level of Service Satisfaction	95%	96%
User Documentation	80%	96%
User Support	95%	96%
Responsiveness of Site Staff	90%	96%
System Reliability	95%	96%
Ease of Access	95%	96%
Effectiveness of other Tools	90%	83%

2018 User Survey Results: Compute Facilities

➢ Compute Facilities Performance Categories

User Documentation

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	78%	92%	81%	73%	81%	89%	90%	88%	93%	87%	80%	89%

User Support

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	86%	100%	92%	88%	92%	94%	98%	96%	99%	96%	90%	95%

Responsiveness of Site Staff

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	89%	97%	98%	90%	90%	92%	98%	96%	99%	98%	92%	93%

System Reliability

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	74%	90%	84%	76%	91%	89%	96%	96%	93%	93%	89%	96%

Ease of Access

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	73%	74%	77%	76%	83%	92%	91%	91%	93%	91%	88%	95%

Effectiveness of Other Tools

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	77%	72%	83%	86%	88%	92%	97%	97%	95%	94%	85%	86%

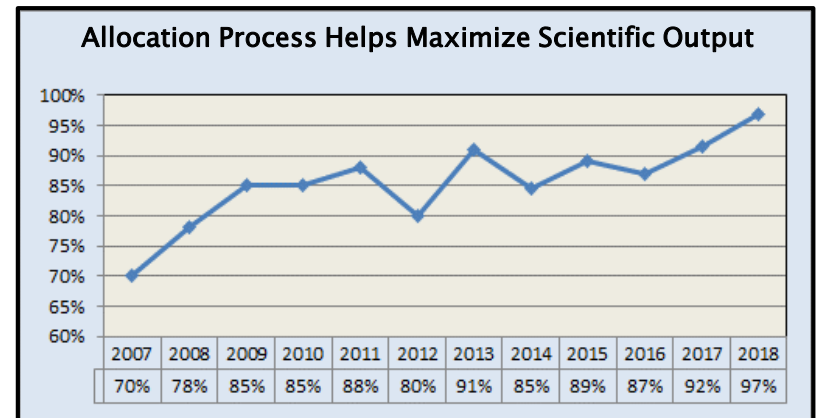# 2018 User Survey Results

- ➢ **Allocation and CFP Processes**

  - • All but one category improved within the Allocation & CFP Processes
  - • No KPI

Overall Satisfaction with the Allocation Process

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	69%	81%	84%	86%	84%	83%	97%	84%	91%	85%	92%	97%

	FY17 Proposal/Allocation Process	FY18 Proposal/Allocation Process
Overall satisfaction with Call for Proposal and Clarity Process	92%	97%
Overall satisfaction with the Allocation process	93%	93%
Call for Proposal process allocates time to right project, right	92%	97%
Transparency of Resource allocation process	89%	93%
Fairness of the Resource Allocation process	89%	85%

2018 User Survey Results: Allocation and CFP Processes

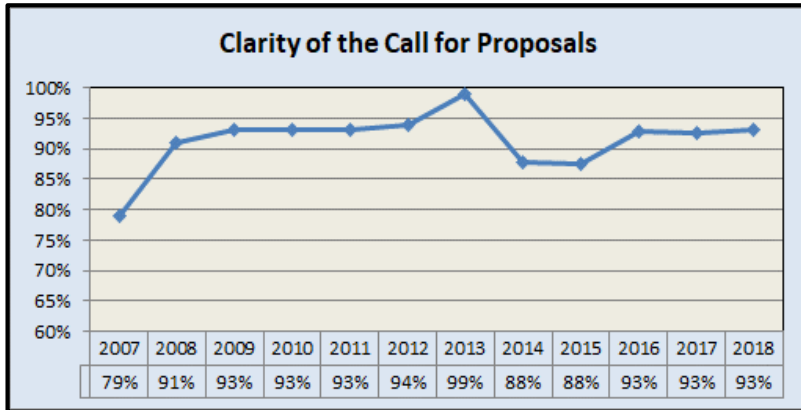➤ Allocation and CFP Categories

Clarity of the Call for Proposals

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	79%	91%	93%	93%	93%	94%	99%	88%	88%	93%	93%	93%

Transparency of the Allocation Process

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	61%	64%	79%	86%	74%	86%	93%	83%	81%	87%	89%	93%

Fairness of the Allocation Process

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	63%	73%	88%	88%	93%	86%	96%	81%	84%	87%	89%	85%

Allocation Process Helps Maximize Scientific Output

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
	70%	78%	85%	85%	88%	80%	91%	85%	89%	87%	92%	97%

2018 User Survey Results: Help Desk

➤ Help Desk

- FY18 KPI is 95% of tickets are resolved within 2 business days

FY18 Helpdesk	BNL	FNAL
How long did it take to fully resolve your problem (in working days)?		
<= 1 day	0%	20%
1 day	33%	20%
2 days	17%	0%
3 or more days	50%	60%

➤ * Note: The question on the survey asked:

"How long did it take to get an initial response" (In working days)

vs. "How long did it take to fully resolve your problem (In working days)

- Based on the wording the teams did review open tickets and possible root causes

- Brought to our attention that the metric needed to be revised as our expectations need to align with standard Service Level Agreements (SLAs) provided by the departments at BNL and FNAL that support the Institutional Clusters. Under the previous Dedicated Cluster model, the project paid for staff whose sole responsibility was to support the LQCD clusters. (They were dedicated for use only by USQCD)

- FY19 KPI is 95% of tickets are responded to within 3 business days (NEW)

2018 User Survey Feedback

Once again, we received great feedback and we acted.

- The following are a few examples of the changes that were implemented based on YOUR input.

  - ❖ Having a command line tool to get the allocations in percent would be convenient and we could avoid clicking through a somewhat awkward web page.
    - Response: The lquota command at BNL now reports the same Project Usage information as is on: https://monitoring.sdcc.bnl.gov/pub/allocation/lqcd.html

  - ❖ The documentation could be integrated better. Bob Mawhinney recently created a nice overview page, but it is not hosted at BNL. The main SDCC web page doesn't mention the Skylake cluster or Bob's page.
    - Response: The SKY cluster information has been placed on the main page. The URL address is : https://monitoring.sdcc.bnl.gov/pub/allocation/lqcd.html

2018 User Survey Feedback

❖ Fifo queue is problematic: a single user can block both Bc and/or Ds for weeks with no other user getting through. Once Pi0 becomes unaccounted for, this will be more of a problem. Limiting the number of jobs is not very useful and limiting the number of cores per user could lead to empty machines.

❖ The priority of a queued job is quite puzzling. I hope there is a clear policy described somewhere so that we can maximize the efficiency if the run times are about the same. It would also be great to have 2 additional queues for urgent jobs (to charge 50% or more) and not so timing jobs (to charge 50% less) for people's conference attendance needs.

✓ Response: Several actions have been taken at Fermilab to address the concerns raised and to improve visibility and user awareness.
- FIFO queues have been eliminated
- Web pages have been created to provide information on how priorities are handled in Slurm and to show the list of jobs currently in each QOS by partition
- A link to a real time view of "Cluster Status" has been added to the top of the FNAL Lattice Gauge Theory Computational Facility home page

https://www.usqcd.org/fnal/v2/slurm.html
https://www.usqcd.org/fnal/v2/clusterstatus.html

2018 User Survey Feedback

- Call for Proposal:
  - More advanced notice would be highly appreciated, especially if there is going to be significant changes to the process. It's hard for people with a full-time teaching load and heavy committee duties to be able to put aside the time and do as good of a job as those who don't.
    - Response: Computational resource information was completed in December in order to have CFP sent out to community by the middle of January.
  - The fact that it is possible to get more computing running in zero priority in June, July, and August than awarded by the SPC for the entire year suggests something is wrong.
    - Response: In 2019 the SPC introduced a rolling start in June, so that people would begin right away in July. We also introduced the Jeopardy policy.
    - In 2020 we will start allocation year on July 15th.
  - It would be useful to receive a final report by the scientific committee enumerating the supported projects, their allocated time and their scientific focus.
    - Response: We will be using Indico to share the final report

Thank you for keeping our systems busy!

Questions?