

Dear Colleague,

The goal of the Oak Ridge Leadership Computing Facility (OLCF) is to provide you with a world leading computational facility in order to enable your scientific research. The annual OLCF User Survey is a great way to give feedback directly to the center to share any experiences (positive or negative) you've had over the past year. By now you should have received e-mail either directly or in the weekly OLCF mailings asking you to complete the survey. We, the OLCF User Group Executive Board, would like to add our voices to those e-mails and encourage you to participate at:

<https://orausurvey.ornl.gov/n/OLCFUserSurvey.aspx>

The Center uses the survey feedback to formulate user policies and plan resources appropriately, and to make sure that the Center continues to serve your needs both in the short and long term. Taking part in the survey, therefore, is an ideal place to express your views and feelings about the services provided to you by OLCF. Center staff truly values your feedback and strive to improve their service to you based on, amongst other things, the results of this survey. While you can always get help from the helpdesk for technical problems, if there are big picture issues you would like resolved, or if there are additional ideas, which may benefit other users, the survey is one place where you can make these known. Examples of ideas last year's survey that led to changes to the systems include:

Undertook an upgrade to the OLCF's data storage services which included quadrupling the disk cache of HPSS, increasing its data intake by a factor of five, thus making it easier for users to migrate, preserve, and access data in long-term

storage.

The OLCF purchased and deployed the new Allinea Forge product, which combines Allinea's DDT debugger and the MAP parallel profiler.

The OLCF is undertaking a major DTN hardware refresh, which includes the addition of 44 nodes.

As a result of user feedback, the project home filesystem (/ccs/proj) is now available to users on compute nodes of Titan. The directories provide a non-purged area to store project files such as executables, shared objects, python modules, etc.

The OLCF developed and deployed a new optimized job-launching tool called wraprun. Wraprun is a utility that enables independent execution of multiple MPI applications under a single aprun call.

The OLCF launched a new video channel to house training videos from OLCF training events, user group webinars, and seminars. The channel is located at <https://vimeo.com/channels/olcftraining>.

In response to user feedback, Rhea's queue policy was modified to permit 4 eligible jobs per user.

Sometimes there are issues, which may be annoying to you personally, but may not seem enough to make a big deal out of. It is, however very possible that these slight nuisances are shared by many other users. These kinds of widespread issues may be discovered through the survey. Finally, if you are entirely happy with the center, let them know! The agencies that fund the Center react positively to expressions of satisfaction.

As a reminder, this survey is being hosted independently of OLCF through the Oak Ridge Institute for Science and Education

(ORISE). ORISE only reports anonymous comments and aggregate averages to OLCF. Names will not be associated with comments unless you have given your express permission to ORISE for release of this information to OLCF. If you encounter a problem with the survey, please contact Kelly Phillips at Kelly.Phillips@orau.org.

Thank you for your time and participation in this important effort.

Sincerely,
Your OLCF User Group Executive Board,

Katrin Heitmann (Chair)
Yifeng Cui
Stephane Ethier
Balint Joo
Thomas Maier
Hai Ah Nam
Joe Oefelein
Mark Taylor
John Turner
Brian Wirth
Mike Zingale