2021 OLCF User Meeting

2020 Survey Results Review

- Ashley Barker

In this session today….

- The OLCF Survey
  - Why we do it (Primary Reasons #1 & #2)
  - Results of the 2020 Annual Survey
  - Plea to take the 2021 Annual Survey

- Takeaways from Annual Survey & Other User Feedback
  - Plans for improvement/innovation
    - MyOLCF update
    - Containers update

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OLCF User Survey Specifics

- Why do we harass you to take the survey(reason #1)?

  - The survey is a DOE requirement and one of the primary areas in which the OLCF is assessed as part of our annual DOE Operational Assessment Review

- Conducted by the Oak Ridge Institute for Science and Education (ORISE), using questions developed by the OLCF with input provided by ORISE.

- Contained a mixture of questions soliciting ratings, information, and free form comments

- 2020 survey

  - Revisions from the 2019 survey were mostly carried over into 2020

  - The average response time was 6.7 minutes, (down from 9.8 minutes in 2019, and much less than the18.5-minute response time in 2018).

  - Survey response rate increased from 34% in 2018 to 46% in 2019 to 55% in 2020

Description	2018	2019	2020
Response Rate	422 (34%)	578 (46%)	**688 (55%)**
OLCF user <1 year	23%	32%	**30%**
OLCF user 1–2 years	22%	21%	**32%**
OLCF user >2 years	55%	47%	**38%**

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2020 Overall User Survey Results

Survey Question	Target	2018	2019	2020
Overall OLCF Satisfaction	3.5/5.0	4.6/5.0	4.5/5.0	**4.6/5.0**
Overall Satisfaction with Support Received	-	-	4.6/5.0	**4.6/5.0**
Overall Satisfaction with the Website	3.5/5.0	4.4/5.0	4.4/5.0	**4.4/5.0**
Overall Satisfaction with Communications	3.5/5.0	4.4/5.0	4.6/5.0	**4.6/5.0**
Overall Satisfaction with OLCF Support Services (across all support teams)	3.5/5.0	4.5/5.0	4.5/5.0	**4.5/5.0**
Overall Satisfaction with Problem Resolution	3.5/5.0	4.6/5.0	4.5/5.0	**4.5/5.0**
Overall Satisfaction with the Compute Resources	3.5/5.0	4.6/5.0	4.6/5.0	**4.6/5.0**

2020 User Survey Results Across Programs

The survey results among our four programs did not vary greatly. We received the most responses from our ECP and INCITE users and the least amount from our ALCC users.

Allocation Program	Percentage of Responses
INCITE	39%
ALCC	18%
DD	29%
ECP	41%

Survey area	INCITE			ALCC			DD			ECP		
	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation	Mean	Variance	Std. Deviation
Overall satisfaction with the OLCF	4.6	.31	.56	4.6	.34	.58	4.6	.28	.53	4.5	.40	.63
Overall satisfaction with compute resources	4.6	.35	.59	4.6	.38	.62	4.6	.31	.56	4.5	.44	.66
Overall satisfaction with data resources	4.6	.36	.60	4.5	.42	.65	4.6	.35	.59	4.5	.42	.65
Overall satisfaction with staff support	4.6	.40	.63	4.6	.38	.62	4.6	.34	.58	4.5	.46	.68

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Problem Resolution Key Survey Results

The OLCF received an average rating of 4.5 for all questions related to problem resolution.

Survey Question	2019	2020
Quality of OLCF response to reported issues	4.6/5.0	4.6/5.0
Timeliness of OLCF response to reported issues	4.5/5.0	4.6/5.0
Usefulness of support and training documentation	4.5/5.0	4.5/5.0
Overall satisfaction with problem resolution	4.6/5.0	4.5/5.0

"The Survey Says"

"In my experience the best qualities of OLCF are:
- 1) Leadership class computational resources that enable high risk and impactful science.
- 2) Collaboration and support from our INCITE Liaison has been extremely helpful.
- 3) Timeliness and quality of problem resolution is excellent."

"OLCF provides access to computing resources of a magnitude that we would otherwise not have access to. Utilizing Summit allows us to run problems that we cannot run on any other system. The OLCF staff make using the systems straightforward and the support we receive has always been excellent."
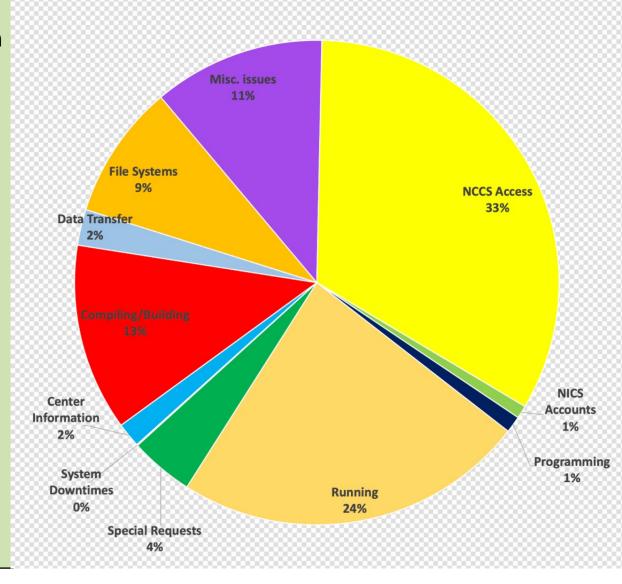
"I really like the OLCF support team. I have encountered a couple issues with the Summit system. The support team was very helpful and proactive in assisting me."

"We're pleased with the user guides, which are extremely helpful for navigating the complexities of the system (especially the complexity of using jsrun and resource sets)."

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Problem Resolution

- Tickets are tracked using **JIRA** and users may submit tickets via **email**, the online request form, in person, or by phone.

- Each ticket has an assigned owner, but all members of the OLCF support groups are copied on the initial ticket notification describing the problem.

- "Addressing a problem" means that all necessary corrective actions for the reported problem have been identified and carried out.

- **90%** of all tickets were addressed within 3 business days, exceeding the problem resolution target.

- The OLCF addressed **2,839 tickets** in 2020.

- Running jobs and account issues were the top ticket categories in both 2019 and 2020.

Pie chart:
- NCCS Access 33%
- Running 24%
- Compiling/Building 13%
- Misc. issues 11%
- File Systems 9%
- Special Requests 4%
- Data Transfer 2%
- Center Information 2%
- System Downtimes 0%
- NICS Accounts 1%
- Programming 1%

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Survey Feedback for Improvement

- Why we harass you to take the survey (reason #2)
- We identified 43 items that we plan to address/improve in the coming months in these areas
  - System Documentation – (ex. Burst buffers, using multiple threads per node, ML/DL, etc.)
  - Training – (ex. burst buffers, ML/DL tools, Slate)
  - Communication – (ex. automated notifications when projects near their allocation)
  - System/Security policies – (ex. soft tokens)
  - New enhancements/improvements to MyOLCF (More to come in my presentation)
  - Software Services & Documentation (More to come)
  - Containers (Update from Ryan Prout)

Contributing to these docs

Submitting suggestions

Have a suggestion for improvement? Share it with us by opening an issue⤢.

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What is myOLCF ?

- Many of the responses in the survey were in relation to you wanting more self-service tools/reports

- Enter MyOLCF ☺

- A modern self-service portal for OLCF principal investigators and end-users

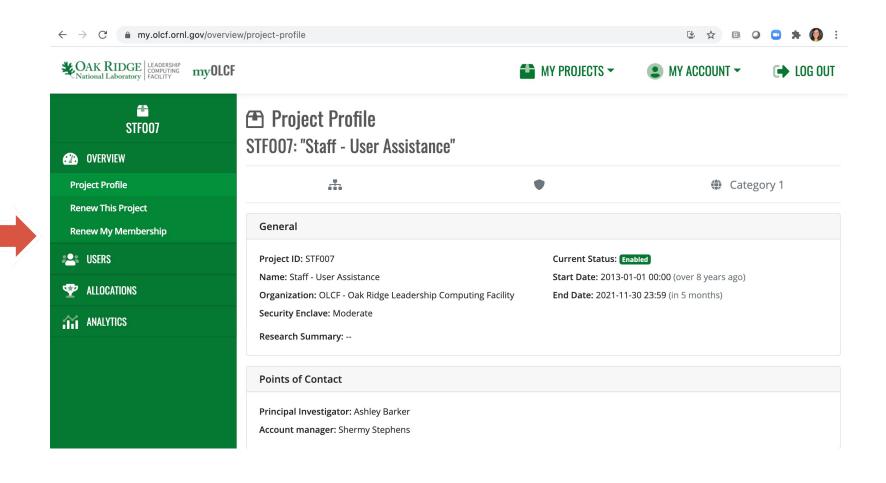- https://my.olcf.ornl.gov

- New releases every 3-4 weeks

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What can you do with **myOLCF** ?

- View information about your Project(s), Project Users, Allocation(s)

- View graphs / query data on project metrics

- Track the status of your Account Application(s)

- Update your contact information on file with us

- Users: **Quickly apply to renew your project membership(s)**

- Users: **Quickly apply to a new project**

- PIs: **Quickly apply to renew your existing DD project(s)**

- PIs: Approve project applicants with (1) click

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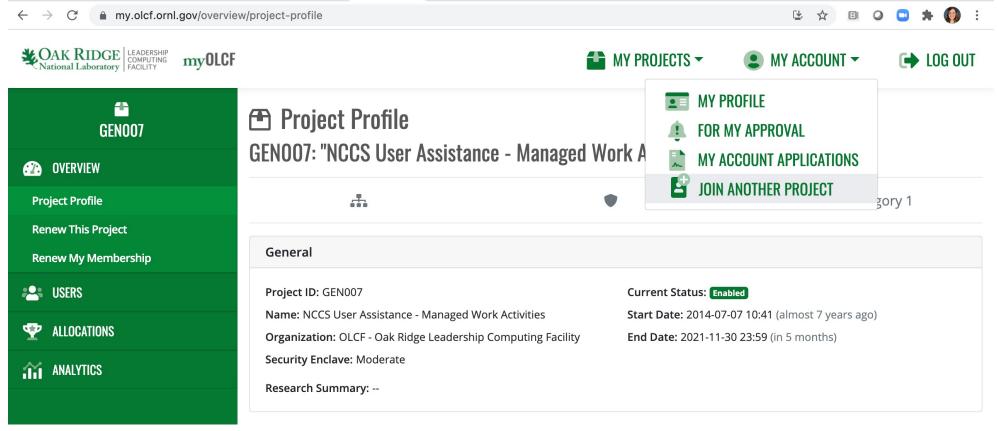FACILITY

Feedback From Annual User Survey

- I want an easier way to do the annual renewal of of my OLCF User Account(s).

- You can now more easily renew your account by using the "Renew My Membership" Feature in MyOLCF.
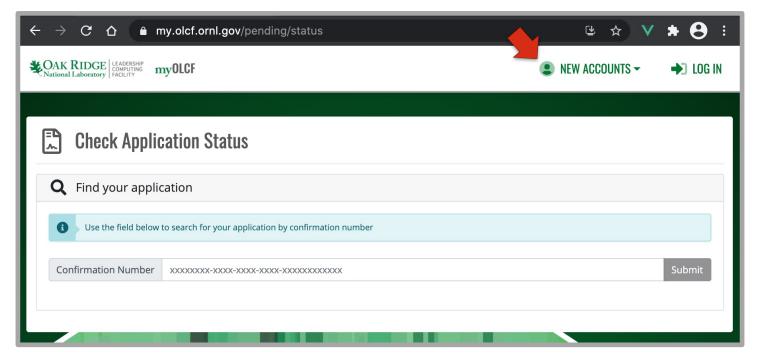
Feedback From Annual User Survey

I want to be able to more easily apply for an account on a different OLCF Project. I am already a user. Why do I have to submit a new form every time?
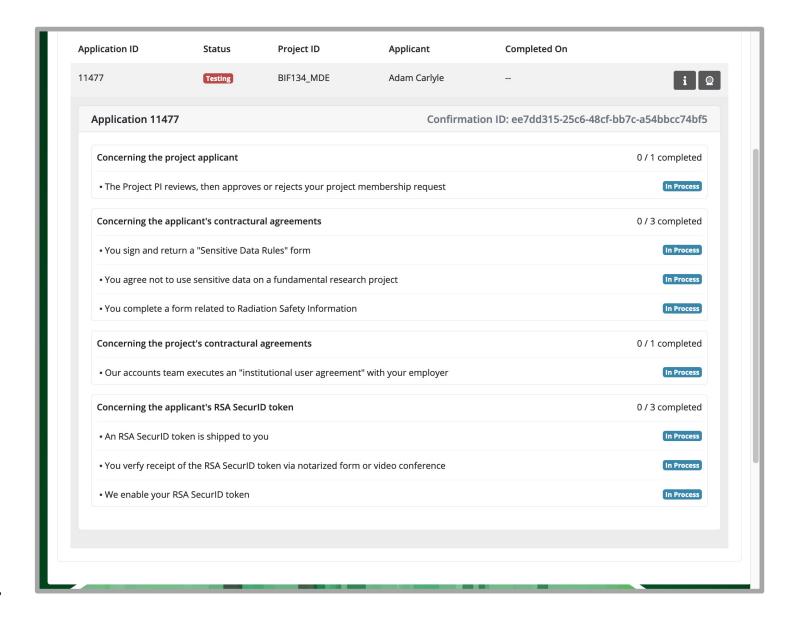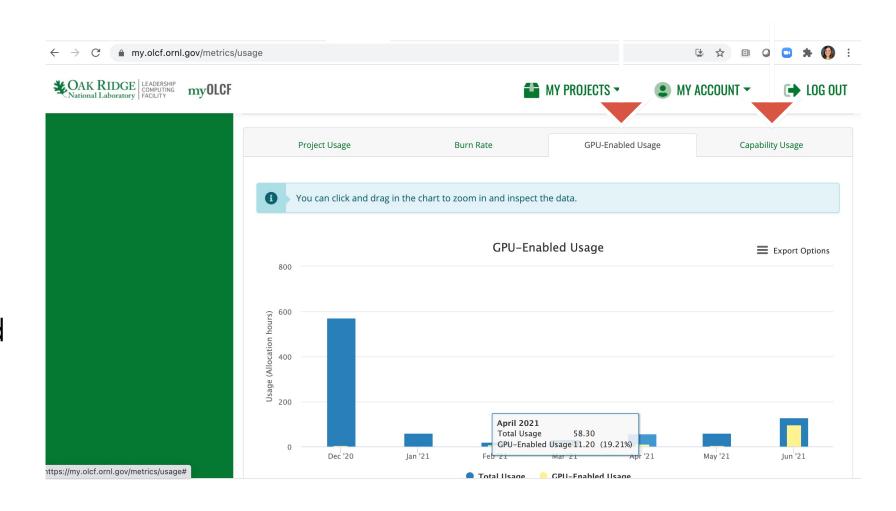
Feedback From Annual User Survey

- Comment: "I never know the status of my account application after I submit it."

- myOLCF feature: Query the status of your application(s)

Feedback From Annual User Survey

Feedback From Annual User Survey

- Comment: "My project's allocation usage on [the old website] does not match the report from the Summit `showusage` command"

- myOLCF feature: common back-end APIs into canonical data warehouse(s)

- New reports now available

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Feedback From Annual User Survey

I don't have time or can't find a registered notary in my area to perform the Level 2 Identity Assurance step for my assigned OLCF RSA SecurID token.

Active/Known Issues

- Asked PIs to approve their own account applications [fixed]

- Can currently only support (1) PI per project for transactional/automated emails [pending]

- OLCF "Open Enclave" projects not yet supported [pending]

- Mobile-device styling and layout not optimal [pending]

- Time zone translation issues with video conference scheduling form [pending]

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MyOLCF Development Roadmap

- Automated emails when projects get close to consuming their full allocation

- Smarter project and account application forms

- Status check for Project Applications

- File system utilization metrics for HPSS & Alpine

- Help ticket visibility

- Quarterly and end-of-project report uploads

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Software Update: User Managed Software (UMS)

- Provides a mechanism for users to make their software available to the OLCF user community
  - No longer need to share software via $WORDLWORK which is not backed up and is subject to purge

- UMS software is built, maintained, and supported by specific OLCF users
  - User is responsible for ensuring functionality of their software and modulefiles

- Projects can submit a UMS area request via MyOLCF

- Some packages already using UMS: flux, RAPIDS, Adios2

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Questions?

20 Managed by UT-Battelle
   for the Department of Energy

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General Site Navigation

General Site Navigation

Account Nav

Current Account

Account Actions

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◀ BACK TO PROJECTS   👤 MY ACCOUNT ▾   ⏻ LOG OUT

👤
MR. ADAM CARLYLE

👤⚙ MY ACCOUNT

My Profile

For My Approval

My Account Applications

Join Another Project

🪪 My Profile

✏ Edit Profile

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