

2024

OLCF USER SURVEY

Findings and Highlights



Executive Summary

To help spur the continual improvement of user services at the Oak Ridge Leadership Computing Facility (OLCF) — a Department of Energy Office of Science user facility located at Oak Ridge National Laboratory (ORNL) — an annual survey was conducted in 2024 to gather input from researchers using its computing and data resources. The survey collected feedback about users' needs, preferences, and experiences with the OLCF and its support services.

At the end of the five-week survey period, 860 users completed the survey out of 1,637 possible respondents, giving an overall response rate of 52.5%. Respondents were dominated by those who had more than two years of experience using the facility (51%), followed by users having less than one year of experience (32%), and users having one to two years of experience (18%). The largest proportion of respondents indicated they were users of Frontier (74%).

Main Facility Findings

- 95% of respondents said they were very satisfied or satisfied with the OLCF overall.
- 91% of respondents said they were very satisfied or satisfied with the OLCF's compute resources.
- 92% of respondents said they were very satisfied or satisfied with the OLCF's data resources.
- 90% of respondents said they were very satisfied or satisfied with the OLCF's support resources.
- 89% of respondents said they were very satisfied or satisfied with the OLCF's services.

2024 OLCF Satisfaction Ratings

High rating		Medium rating			Low rating							
	All	PI Status		Project Allocation						Length of Time as an OLCF User		
		PI	Non-PI	INCITE	DD	ALCC	ECP	Summit PLUS	UMS	Less than 1 Year	1 – 2 Years	Greater than 2 Years
Max N responding:	825	172	653	366*	374*	162*	126*	220*	16*	263	148	414
OLCF	95%	96%	94%	93%	96%	93%	92%	97%	100%	94%	93%	96%
Compute Resources	91%	89%	91%	88%	91%	92%	90%	94%	100%	90%	88%	91%
Andes	97%	98%	96%	96%	98%	98%	100%	94%	100%	97%	94%	97%
Summit	95%	96%	95%	95%	96%	97%	96%	95%	100%	96%	93%	95%
Frontier	88%	90%	87%	86%	89%	87%	85%	90%	100%	86%	85%	89%
Data Resources	92%	93%	92%	91%	95%	90%	90%	92%	100%	89%	92%	93%
Data Transfer Nodes	93%	90%	94%	89%	95%	92%	94%	95%	100%	94%	91%	93%
HPSS	91%	87%	94%	92%	88%	91%	81%	91%	100%	86%	94%	91%
Alpine2 GPFS Scratch Filesystem	95%	93%	96%	94%	93%	91%	91%	96%	75%	100%	91%	95%
Orion Lustre Scratch Filesystem	91%	85%	93%	89%	90%	91%	88%	94%	83%	93%	93%	91%
Kronos Filesystem	93%	95%	92%	95%	96%	83%	100%	100%	NA	88%	75%	96%
OLCF Support	90%	93%	89%	88%	91%	86%	87%	90%	94%	85%	89%	93%
Projects and Accounts	97%	98%	97%	97%	97%	97%	92%	96%	90%	96%	96%	98%
User Assistance	95%	95%	95%	95%	95%	91%	92%	93%	92%	92%	97%	96%
INCITE Liaisons	92%	92%	92%	90%	96%	89%	96%	97%	NA	92%	90%	92%
Data Liaisons	94%	100%	90%	89%	100%	100%	100%	100%	NA	100%	86%	94%
Issue response	94%	96%	93%	94%	95%	89%	88%	93%	100%	90%	97%	96%
OLCF Services	88%	92%	87%	87%	88%	86%	86%	87%	94%	85%	85%	92%
myOLCF	93%	95%	93%	90%	95%	94%	93%	94%	100%	92%	89%	95%
Documentation	97%	93%	98%	97%	96%	96%	92%	97%	100%	99%	97%	97%
Website	94%	90%	95%	92%	94%	94%	91%	95%	100%	97%	93%	92%
Slate	78%	67%	83%	60%	80%	50%	50%	NA	NA	NA	NA	78%
Communications	93%	91%	94%	92%	94%	92%	88%	93%	86%	95%	92%	92%
Training	96%	93%	96%	96%	98%	100%	94%	98%	100%	94%	93%	97%
Min	78%	67%	83%	60%	80%	50%	50%	87%	75%	85%	75%	78%
Max	97%	100%	98%	97%	100%	100%	100%	100%	100%	100%	97%	98%

Note. The table above summarizes satisfaction (responses indicating satisfied or very satisfied) ratings. The color scale indicates the relative magnitude of cell values: high-medium-low values fill a green-yellow-red gradient. 34 users indicated they had not used any of the listed resources/services on the first page of the survey and therefore were not asked to provide ratings on overall items. *Some users are assigned to more than one project allocation.



Main System Findings

- **Andes** was used by 30% of respondents during the 2024 calendar year (259 out of 860 responding); 97% of respondents were either satisfied or very satisfied with the system overall. The highest-rated specific aspect of Andes was the scheduling turnaround (95% satisfied), and the lowest-rated feature was the frequency of outages (90% satisfied).
- **Summit** was used by 44% of respondents during the 2024 calendar year (380 out of 860 responding); 95% of all respondents were either satisfied or very satisfied with the system overall. The system availability was the highest-rated specific aspect of Summit (92% satisfied), and the lowest-rated specific aspects were scheduling turnaround, availability of libraries, and frequency of outages (90% satisfied).
- **Frontier** became available to OLCF users in April 2023, and was used by 74% of respondents during the 2024 calendar year (639 out of 860 responding); 88% of all respondents were either satisfied or very satisfied with the system overall. The frequency of outages were the highest-rated specific aspects of Frontier (89% satisfied), and the lowest-rated specific aspect was scheduling turnaround (78% satisfied).
- **HPSS** was used by 18% of respondents during the 2024 calendar year (151 out of 860 responding); 91% of respondents were overall either satisfied or very satisfied with the system. The highest-rated specific aspects of HPSS were Globus interface and reliability (data integrity) (93% satisfied). The lowest-rated specific aspect was the hsi/htar interface (82% satisfied).
- **Alpine2** GPFS Scratch Filesystem was used by 19% of respondents during the 2024 calendar year (163 out of 860 responding); 95% of respondents were overall either satisfied or very satisfied with the system. The size and reliability (data integrity) were the highest-rated specific aspects of Alpine2 GPFS (both 95% satisfied), and the lowest-rated feature was the frequency of outages (88% satisfied).

- **Orion** Lustre Scratch Filesystem was used by 29% of respondents during the 2024 calendar year (247 out of 860 responding). 91% of respondents were overall either satisfied or very satisfied with the system. The size was the highest-rated specific aspect of Orion Lustre (96% satisfied), and the lowest-rated feature was the frequency of outages (85% satisfied).
- **Kronos** Filesystem was used by 7% of respondents during the 2024 calendar year (59 out of 860 responding); 93% of respondents were overall either satisfied or very satisfied with the system. The I/O bandwidth and file and directory operations were the highest-rated specific aspect of Kronos (both 95% satisfied), and the lowest-rated feature was the size (88% satisfied).

Main Support and Services Findings

- 97% of all respondents were either satisfied or very satisfied with the Projects and Accounts Team.
- 95% of all respondents were either satisfied or very satisfied with User Assistance.
- 39% of users indicated they were in an INCITE project; 92% of these respondents (who received assistance from an INCITE Liaisons) were either satisfied or very satisfied with the INCITE Liaisons with which they interacted.
- 4% of respondents reported they received assistance from a Data Liaison; 94% of these respondents were either satisfied or very satisfied with the Data Liaisons with which they interacted.

