Wharton County Junior College

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Technology Departments
February Highlights

Management Information System patches and upgrades for February 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
2/16/2022	Banner	1	Zero

IT Help Desk support tickets and calls for the month of February 2022.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	80	17	78	3	12	201
Telephone Calls	195	32	200	18	205	650
Online Chat Service	10	0	3	0	2	15
Totals	285	49	281	21	230	866

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in February 2022.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	CPU	CPU		
Division of Life Science		Printer	Printer	
Instructional Class Rooms	Projector - SC101	Projector - TC101	Monitor - SGL376	
Office of Library Services	Monitor			
Advising and Counseling	5 – CPU 5 - Monitor			Monitor

The below chart reflects tickets opened by faculty and staff for the month of February. The following list percentages for each category for the 239 tickets still open in February.

- 72% - MIS Banner System

- 10% - Equipment, classroom/office computers, printers, scanners, telephones
- 4% - System Maintenance
- 14% - Employment changes and Training

IT Tickets FY22

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Feb-22	235	187	155	239