



# Wharton County Junior College

911 Boling Highway • Wharton, Texas 77488 • (979) 532-4560

## Technology Departments May Highlights

Management Information System patches and upgrades for May 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
5/1/2018	Banner	1	Zero
5/16/18	Banner/TCC	1	1 hour

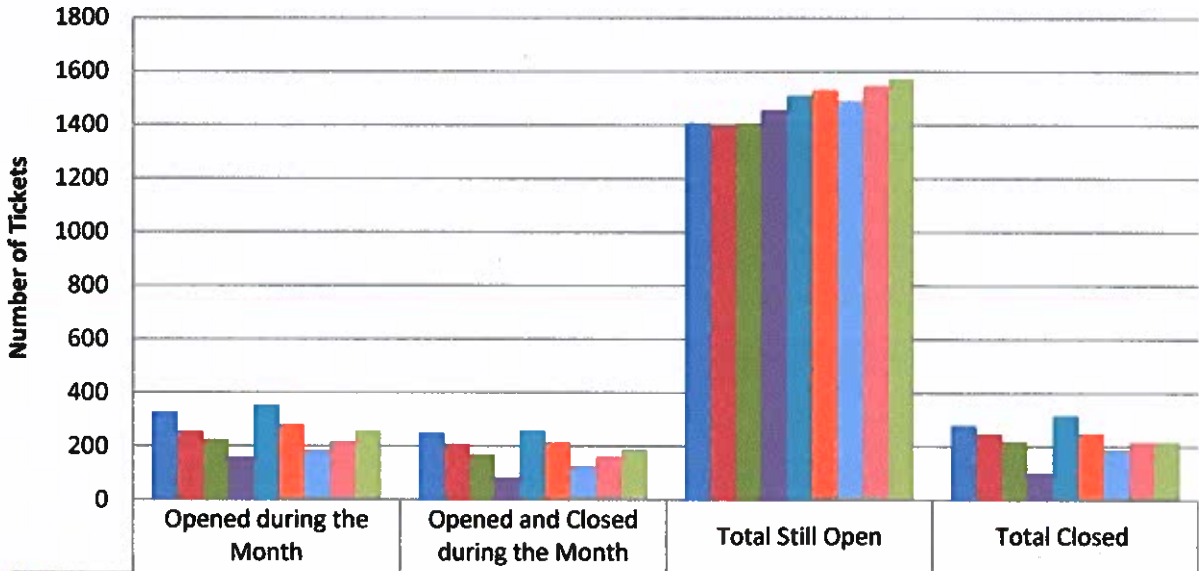
IT Help Desk support tickets and calls for the month of May 2018.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	197	47	158	40	41	483
Telephone Calls	317	95	210	29	428	1079
<b>Totals</b>	<b>514</b>	<b>142</b>	<b>368</b>	<b>69</b>	<b>469</b>	<b>1562</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in May 2018.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Administration			Eric Malmberg, SGL117 – CPU  Melissa Pena, Reception Desk - Monitor	
Student Services		Beverly Marks, TC118 – Printer		
Life Sciences	Jill Hudgins, S227A – Monitor			
Allied Health	Victoria Shultz, S227A – Monitor			

## IT Tickets



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-17	324	247	1405	277
■ Oct-17	252	206	1398	245
■ Nov-17	222	167	1405	218
■ Dec-17	157	81	1455	98
■ Jan-18	352	257	1509	314
■ Feb-18	279	212	1529	248
■ Mar-18	183	123	1489	189
■ Apr-18	216	159	1544	216
■ May-18	256	186	1573	217