



Wharton County Junior College

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Technology Departments September Highlights

The ILP SaaS project continues to progress with Ellucian sessions for setup and implementation of the Messaging Adapter and Ethos Functional Configuration.

The first of five of the Strata Information Groups, Back 2 Basics sessions was completed. The first was the Banner Student module. The Database Administrative Services and the Information Services departments worked together to make sure a test instance was available with the needed items for the session. The sessions were well attended by the end users of the Banner Student module throughout various departments in the college.

The Director of Cyber Security filed the Vulnerability Report with the State Auditor’s Office as required by Texas Government Code, Section 2054.077.

The Technical Services team continue to upgrade computers to Window 10 operating systems. The target is to complete the classrooms that can be upgraded first, then move to faculty office computers, then finish up with administrative office computers. They also continue to make ready and implement technology that was purchased with funds from the Cares Act.

Management Information System patches and upgrades for September 2020.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
9/2/2020	Banner	1	None
9/22/2020	Banner	1	None

IT Help Desk support tickets and calls for the month of September 2020.

A chat feature was added to the IT Help Desk web page in September. The chat feature is manned during the IT Help Desk regular support hours. When the chat is not manned, users can gain answers from troubleshooting guides and leave a message to be reviewed during regular support hours. There were 30 interactions using the chat feature in the month of September.

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	121	179	187	11	114	612
Telephone Calls	157	109	204	20	405	895
Totals	278	288	391	31	519	1507

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in September 2020.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Printer			
Instructional Class Rooms				Monitor BC 122
Office of Admissions and Registration	2 Printers			
Library	1 Printer			

