



Wharton County Junior College

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

Technology Departments August Highlights

Management Information System patches and upgrades for August 2019.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
8/3/2019	Banner	6	3.5 hours
8/19/2019	Banner	2	1.5 hours

IT Help Desk support tickets and calls for the month of August 2019.

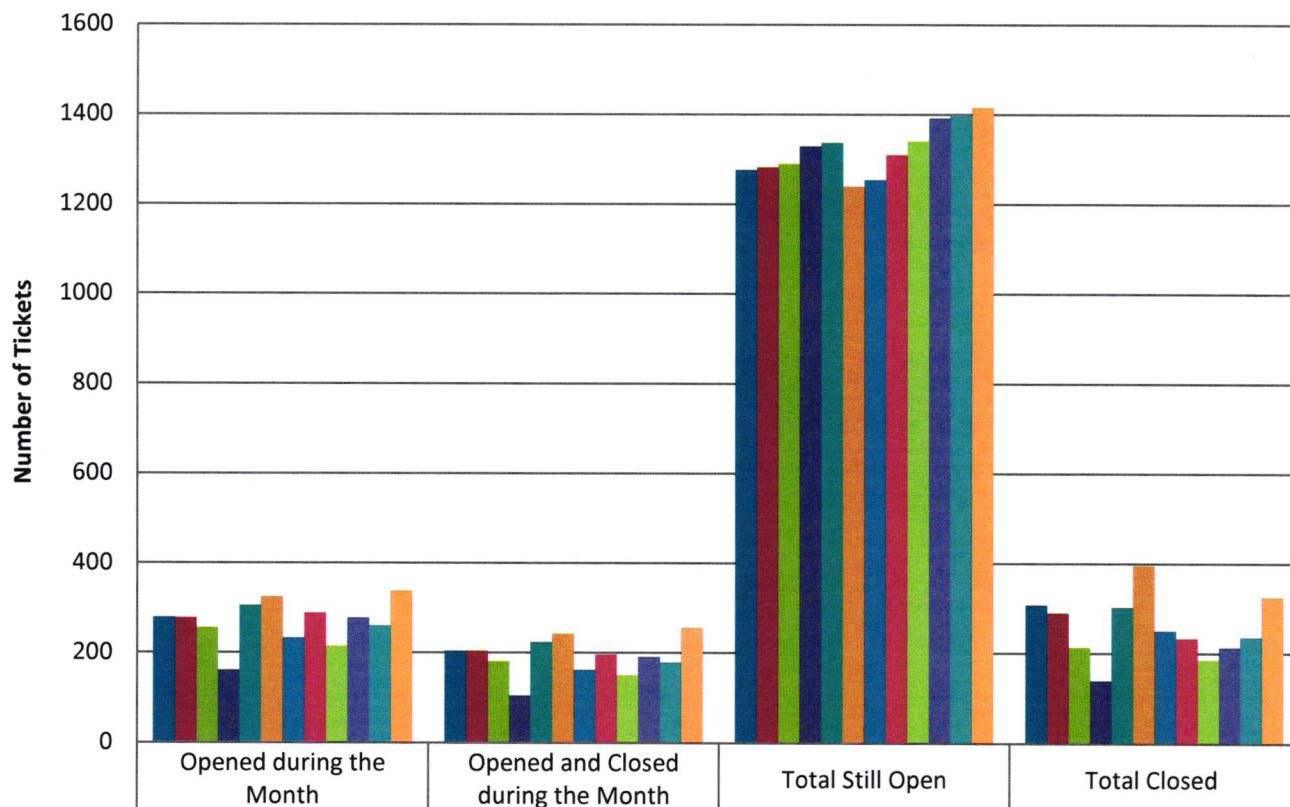
Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	582	47	411	20	221	1281
Telephone Calls	1192	70	53	6	693	2014
Totals	1774	117	464	26	914	3295

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in August 2019.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	1 Printer			
Division of Life Science	1 Computer	2 Computers		
Division of Math and Physical Science	1 Printer	1 Computer, 2 Printers, 1 Monitor		
Division of Social and Behavioral Science	2 Printers			
Division of Technology and Business		1 Computer		
Office of Admissions and Registration	1 Printer			
Office of Student Services	2 Printers			

Area	Wharton	Richmond	Sugar Land	Bay City
Instructional Class Rooms	1 Projector, 1 Computer (FA107); 1 Computer (FA111)	1 Smart Podium, 1 Elmo (TC229); 1 Printer (TC224)	1 Projector (SGL247); 20 Laptops (CE)	

IT Tickets



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-18	279	204	1276	308
■ Oct-18	277	204	1282	290
■ Nov-18	256	181	1290	214
■ Dec-18	161	105	1329	140
■ Jan-19	305	224	1337	303
■ Feb-19	324	242	1240	396
■ Mar-19	233	162	1254	251
■ Apr-19	288	196	1310	234
■ May-19	215	151	1340	187
■ Jun-19	277	191	1392	214
■ Jul-19	260	179	1400	236
■ Aug-19	337	256	1416	326