Technology Departments
July Highlights

The Banner 9 upgrade project is still underway. Each administrative department has been testing. Testing is to be completed by September 14, 2018.

The off-premise hosting of the WCJC web servers is continuing to progress. The publishing of content to the off-premise server has been tested successfully. Implementation and testing of the calendar system is in progress.

The Education Advisory Board (EAB) project is underway. A technology kickoff call has been completed and action items were identified.

Management Information System patches and upgrades for July 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
7/30/18	Banner	2	1.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	245	44	186	43	43	561
Telephone Calls	378	84	287	82	416	1347
Totals	623	128	476	125	559	1908

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Allied Health			Andrea Shropshire, SUG379, Printer	
Classrooms	P111 - 21 CPU's; P109 - 22 CPU's/Monitors		SGL370, 25 CPU's/Monitors	
Facilities		Mike Billingsley, TC104B, CPU		

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Social/Behavioral Science		Deborah McGraw, TC131, Printer		
Student Services/ Advising	Patti Lowlor, P207 – Monitor, P111 - CPU			
Administrative Services	Sheryl Rhodes, A113, CPU Deanna Feyen, A113, Printer			
Life Sciences/Biology	Jennifer Jeffery, S117, Monitor			
Vocational Science/EMS	Frank Becak, LD113C, Monitor			
Vocational Science/Automotive	Michelle Smith, Auto Lab, CPU			

IT Tickets
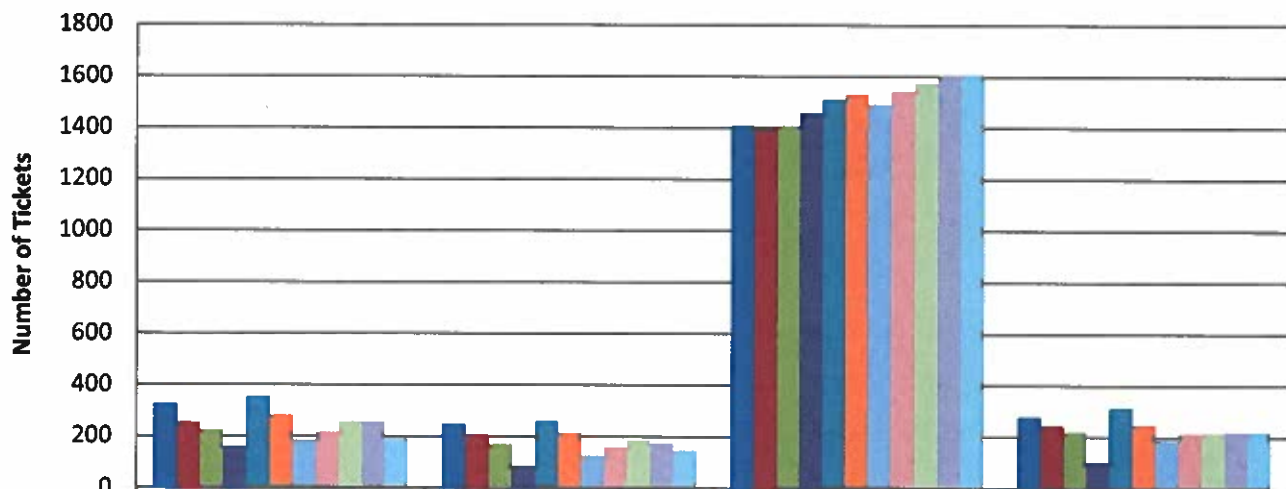
	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-17	324	247	1405	277
Oct-17	252	206	1398	245
Nov-17	222	167	1405	218
Dec-17	157	81	1455	98
Jan-18	352	257	1509	314
Feb-18	279	212	1529	248
Mar-18	183	123	1489	189
Apr-18	216	159	1544	216
May-18	256	186	1573	217
Jun-18	256	172	1605	222
Jul-18	195	144	1606	218