



## **Wharton County Junior College**

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### **Technology Departments October Highlights**

The Information Systems staff continue to hold engagements with Strata Information Group in the areas of HR/Payroll, Student Services, Finance, and Financial Aid. These engagements are providing these areas assistance along with knowledge of the setup of functionality to help with efficiency and automation. The Information Systems staff and the Database and Applications Services staff are also having technical engagements with Strata Information Group to help augment staffing for timely project completion.

Management Information System patches and upgrades for October 2021.

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
10/30/2021	Banner	5	3 Hours

IT Help Desk support tickets and calls for the month of October 2021.

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions Status</b>	<b>Misc</b>	<b>Total</b>
<b>Support Form Requests</b>	85	21	95	5	16	<b>222</b>
<b>Telephone Calls</b>	185	35	194	23	197	<b>634</b>
<b>Online Chat Service</b>	10	0	10	0	6	<b>26</b>
<b>Totals</b>	<b>280</b>	<b>56</b>	<b>299</b>	<b>28</b>	<b>219</b>	<b>882</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in October 2021.

<b>Area</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugar Land</b>	<b>Bay City</b>
Division of Life Science	3 Printers			
Division of Vocational Services				1 Printer
Instructional Classrooms	1 CPU – P111	3 CPU's – TC143 3 Monitors – TC143		
Office of Library Services	1 Scanner			

Area	Wharton	Richmond	Sugar Land	Bay City
Office of President	1 Printer			
Business Office	1 Fax			

The below chart reflects tickets opened by faculty and staff for each month in FY21. The following list percentages for each category for the 643 tickets still open in October:

- 94% - MIS Banner system
- 2% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 3% - Employment changes and Training

