



Wharton County Junior College

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Technology Departments June Highlights

Management Information System patches and upgrades for June 2019.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
6/14/19 to 6/16/19	Banner/TCC	34	42.5 hours

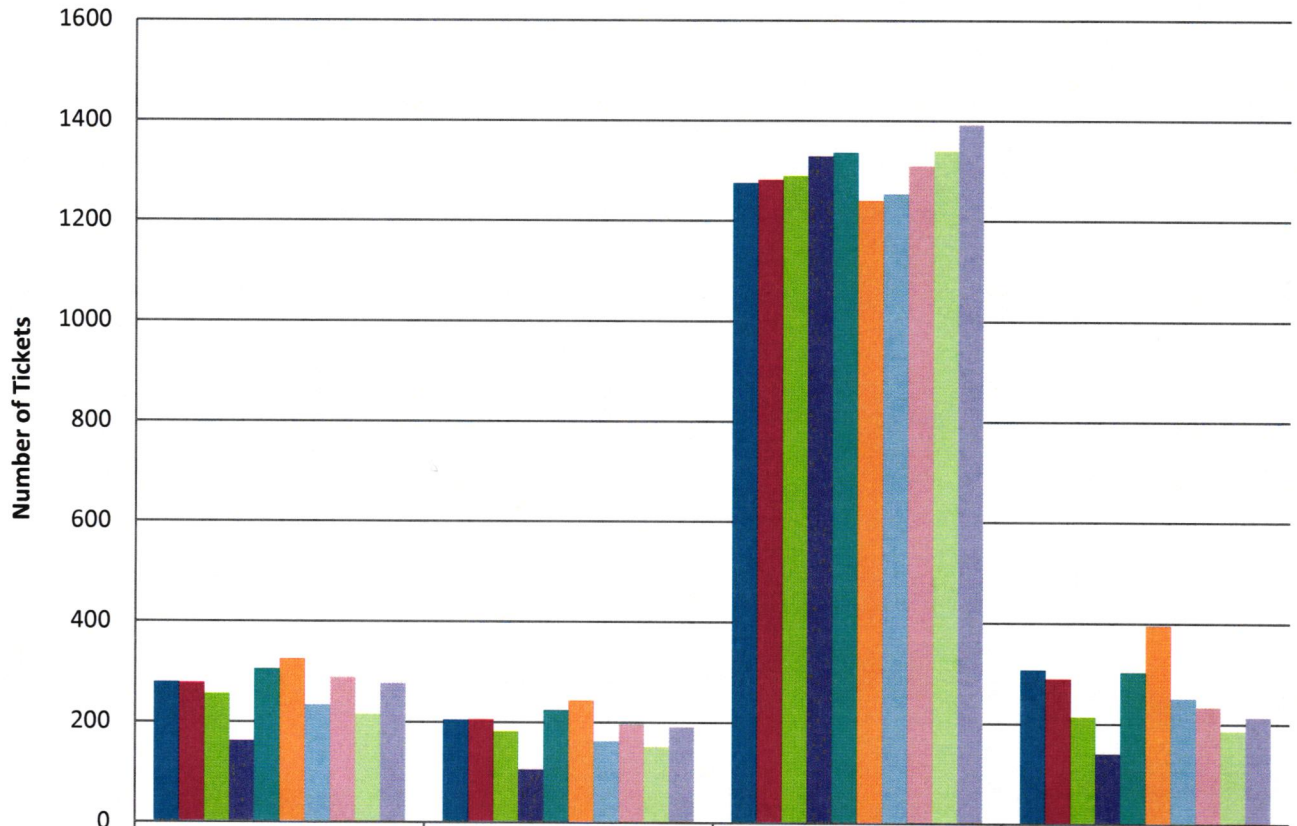
IT Help Desk support tickets and calls for the month of June 2019.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	217	31	388	14	130	780
Telephone Calls	403	30	410	34	641	1518
Totals	620	61	798	48	771	2298

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Social and Behavioral Science	0	6 Monitors 1 Printer	2 Monitors 1 Printer	0
Office of Director of Sugar Land Campus	0	0	1 Monitor	0
Office of Student Services	2 Printers 1 Monitor	0	0	0
Office of Vice President of Administrative Services	1 Monitor	0	0	0
Institutional Research	1 Monitor	0	0	0

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