Wharton County Junior College

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

Technology Departments
May Highlights

Management Information System patches and upgrades for May 2019.

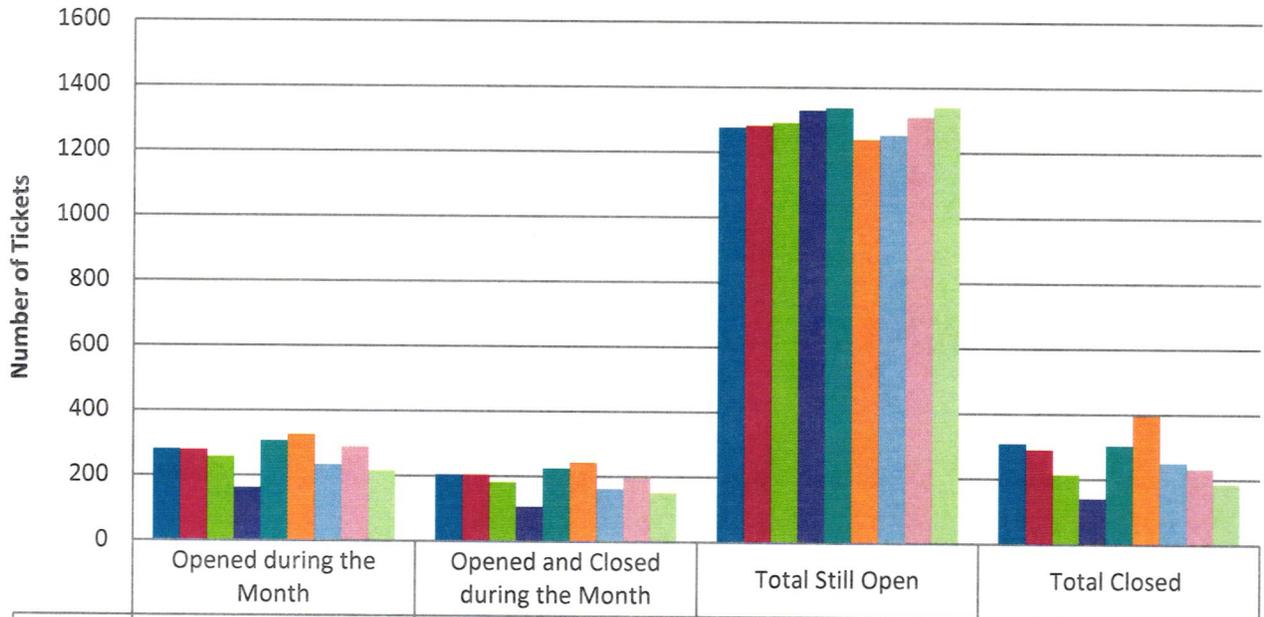| Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
5/1/2019	Oracle Weblogic fix	1	0.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	110	14	270	17	128	539
Telephone Calls	177	45	276	64	469	1031
Totals	287	59	546	81	597	1570

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Technology and Business	0	1 CPU 1 Monitor	0	0
Division of Financial Aid	2 Monitors	0	2 Monitors	0
Office of Student Services	1 Printer	0	0	0
Office of Vice President of Administrative Services	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