**WCJC**

# *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 2020.

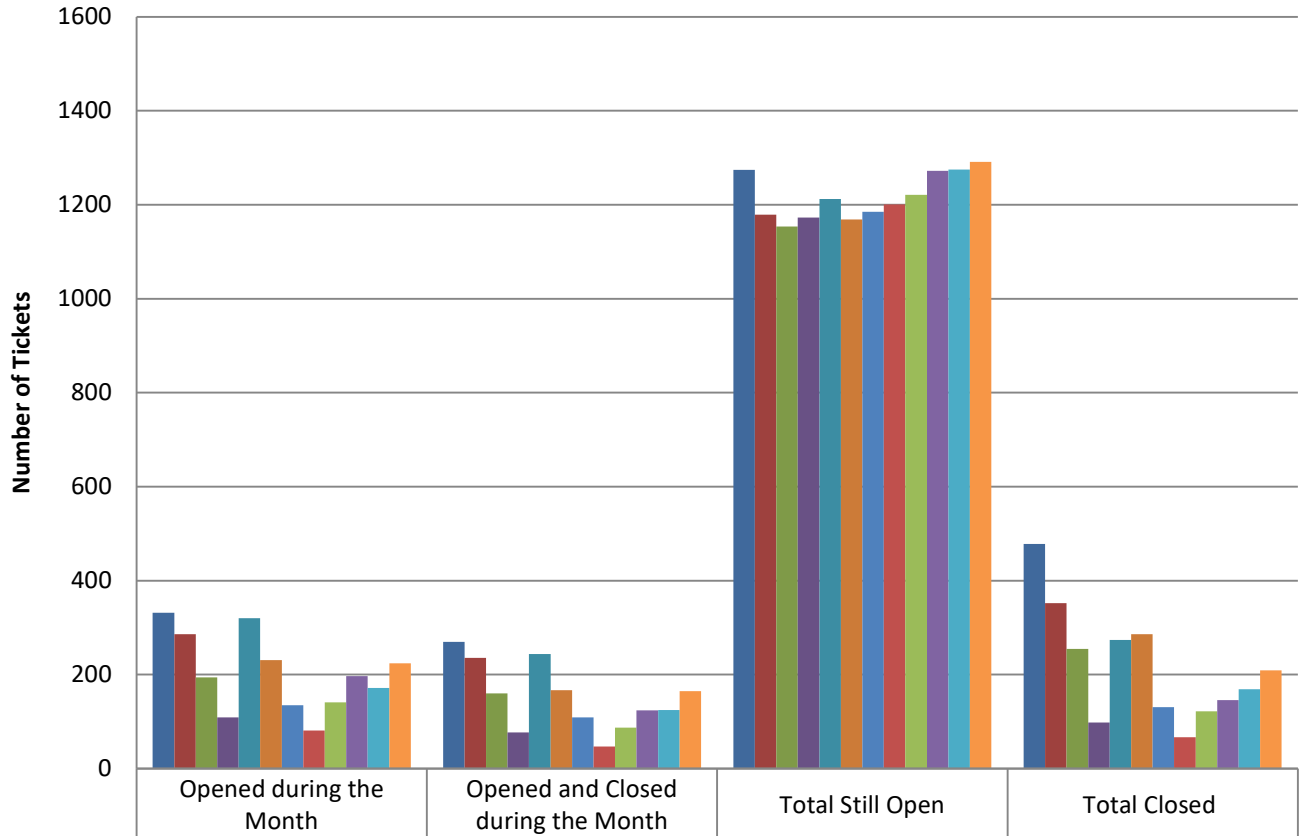| Date Applied to Production | Banner or Oracle Upgrade | Number of Patches | Amount of Downtime |
|---|---|---|---|
| 8/9/2020 | Banner/ILP | 3 | 4 Hours |

IT Help Desk support tickets and calls for the month of August 2020.

| Communication Type | Email | Blackboard | Online Services | Admissions PIN reset | Misc | Total |
|---|---|---|---|---|---|---|
| **Support Tickets** | 394 | 119 | 716 | 71 | 179 | **1479** |
| **Telephone Calls** | 189 | 107 | 322 | 61 | 327 | **1006** |
| **Totals** | **583** | **226** | **1038** | **132** | **506** | **2485** |

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in August 2020.

| Area | Wharton | Richmond | Sugar Land | Bay City |
|---|---|---|---|---|
| Division of Communications and Fine Arts | 1 Monitor 1 CPU | | | |
| Division of Life Science | 1 Monitor 1CPU | | | |
| Division of Math and Physical Science | 1 Monitor 1 CPU | | | |
| Division of Social and Behavioral Science | | | 1 Printer | |
| Computer Labs | 5 CPU's 1 Printer (PSC Advising Lab) | | | |
| Office of Athletics | 2 Printers | | | |

# IT Tickets FY20

| | Opened during the Month | Opened and Closed during the Month | Total Still Open | Total Closed |
|---|---|---|---|---|
| Sep-19 | 332 | 270 | 1274 | 478 |
| Oct-19 | 286 | 236 | 1179 | 352 |
| Nov-19 | 194 | 160 | 1154 | 255 |
| Dec-19 | 109 | 77 | 1173 | 98 |
| Jan-20 | 320 | 244 | 1212 | 274 |
| Feb-20 | 231 | 167 | 1169 | 286 |
| Mar-20 | 135 | 109 | 1185 | 131 |
| Apr-20 | 81 | 47 | 1201 | 67 |
| May-20 | 141 | 87 | 1221 | 122 |
| Jun-20 | 197 | 124 | 1272 | 146 |
| Jul-20 | 172 | 125 | 1275 | 169 |
| Aug-20 | 224 | 165 | 1291 | 209 |