



Wharton County Junior College

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Technology Departments November and December Highlights

Management Information System patches and upgrades for November 2021.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
11/24/2021	Banner	4	13 hours

Management Information System patches and upgrades for December 2021.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
None	None	None	None

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

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	100	12	170	8	22	312
Telephone Calls	255	38	372	35	202	902
Online Chat Service	8	0	12	0	12	32
Totals	363	50	554	43	236	1246

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

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	87	22	247	3	23	382
Telephone Calls	130	35	192	32	219	608
Online Chat Service	10	1	8	1	2	22
Totals	227	58	447	36	244	1012

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Math and Physical Science	Printer			
Instructional Classrooms			Projector – SUG 257	
Computer Labs	Printer – P102			
Business Office	BDM Scanner			

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Math and Physical Science	Printer			
Office of Student Services	CPU, Monitor, Phone			

The below chart reflects tickets opened by faculty and staff for the months of November and December. The following list percentages for each category for the 549 tickets still open in December.

- 88% - MIS Banner System
- 3% - Equipment, classroom/office computers, printers, scanners, telephones
- 2% - System Maintenance
- 7% - Employment changes and Training

