Technology Departments
May Highlights

Management Information System patches and upgrades for May 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime

IT Help Desk support tickets and calls for the month of May 2022.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	75	9	229	14	27	**354**
Telephone Calls	235	14	469	20	209	**947**
Online Chat Service	11	0	24	0	7	**42**
Totals	**321**	**23**	**722**	**34**	**2453**	**1343**

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in May 2022.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science			Printer	
Division of Math and Physical Science	Monitor		2 – Projectors SGL 164	
Office of Library Service	Monitor			
Office of Marketing and Communications	CPU, Monitor, Printer	CPU		
Office of Student Services	Monitor			
Office of President	Monitor			
Business Office	Printer			

The below chart reflects tickets opened by faculty and staff for the month of May. The following list percentages for each category for the 191 tickets still open in March.

- 65% - MIS Banner System
- 19% - Equipment, classroom/office computers, printers, scanners, telephones
- 5% - System Maintenance
- 11% - Employment changes and Training

IT Tickets FY22

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
May-22	308	234	191	266

Number of Tickets