Technology Departments
June Highlights

The following reports and/or surveys have been completed:
- Spring 2017 Student Schedule report to THECB (CBM00S)
- Spring 2017 Student End of Semester report to THECB (CBM0E1)
- Spring 2017 Texas Success Initiative report to THECB (CBM002)
- Spring 2017 Faculty report to THECB (CBM008)
- Quarter 3 2017 Continuing Ed Student report to THECB (CBM00A)
- Quarter 3 2017 Continuing Ed Class report to THECB (CBM00C)
- 2017-2018 cost and contact information for College Board
- Data gathering for Houston GPS Purpose First initiative

The Network and Computer Services staff have installed Dell SecureWorks endpoint protection software on 18 servers. The four iSensors from Dell SecureWorks have been received and the Network and Computer Services staff is working with the Dell SecureWorks implementation team to install the one for the Wharton campus at this time. The other three iSensors will be installed at the Bay City, Richmond, and Sugar Land campuses.

Management Information System patches and upgrades for June 2017.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
6/21/17 – 6/22/17	Banner/TCC	3	No online services downtime was needed; however, the administrative side was down for 1 hour and 5 minutes

IT Help Desk support tickets and calls for the month of June 2017.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	221	66	126	32	2	447
Telephone Calls	269	178	194	57	857	1555
Totals	490	244	320	89	859	2002

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in June 2017.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Business Office	Monitor – Chalue, N – A107 Printer – Witzkowski, St – A104			
Division of Math/Readiness/ Justice	Printer – Cunningham, K – A112			
Payroll and Benefits	2 Printers – Price, MK – A208			

Work Request by category for the month of June 2017.

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Account Management	0	0	0	2
Banner Access/Security	1	1	7	7
Banner AR	2	2	3	19
Banner Doc Image	0	0	0	3
Banner Finance	2	1	1	27
Banner Financial Aid	7	4	5	57
Banner HR	0	0	0	3
Banner ID	0	0	0	717
Banner Payroll	0	0	0	3
Banner Student	16	5	7	97
Change of Office	0	0	0	1
Computers – Classroom	3	1	5	62
Computers - Office	8	7	13	106

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Copiers	1	1	1	2
Data Projectors	0	0	0	13
Database Administration	4	3	4	25
Email	1	1	6	17
Email Name Correction	0	0	0	1
Employment Changes	1	0	2	13
ITV Troubleshooting	0	0	0	0
Malware	0	0	0	5
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	0
Network Services	0	0	0	2
Network Passwords	0	0	0	1
Printers – Classrooms/Lab	0	0	0	6
Printers - Offices	3	3	4	12
Reporting	18	12	17	63
Scanners	0	0	0	2
Scantron Machines	0	0	0	0
Software	0	0	1	22
Student Email Name Change	0	0	0	0
Telephones – Classroom	0	0	3	2
Telephones – Offices	2	1	1	15
TracDat	0	0	0	0
Training	2	1	10	19
Web Services	210	210	210	8
Workstation Assessment	0	0	0	2