



Wharton County Junior College

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

Technology Departments March Highlights

The Network Services department completed upgrading domain controller servers from 2003 to 2008. They are also working to complete the creation of an Azure Active Directory server in the cloud for a continued authentication presence during emergency situations.

The planning of the second phase of the off-premise hosting of the WCJC web servers is underway. The second phase of the project is to move the content server off-site. An upgrade of the software has been accomplished. The actual move is tentatively being planned for the end of April.

Management Information System patches and upgrades for March 2019.

| Date Applied to Production | Banner or Oracle Upgrade | Number of Patches | Amount of Downtime |
|----------------------------|--------------------------|-------------------|--------------------|
| 3/23/19 to 3/24/19 | Banner/TCC | 18 | 17 hours |

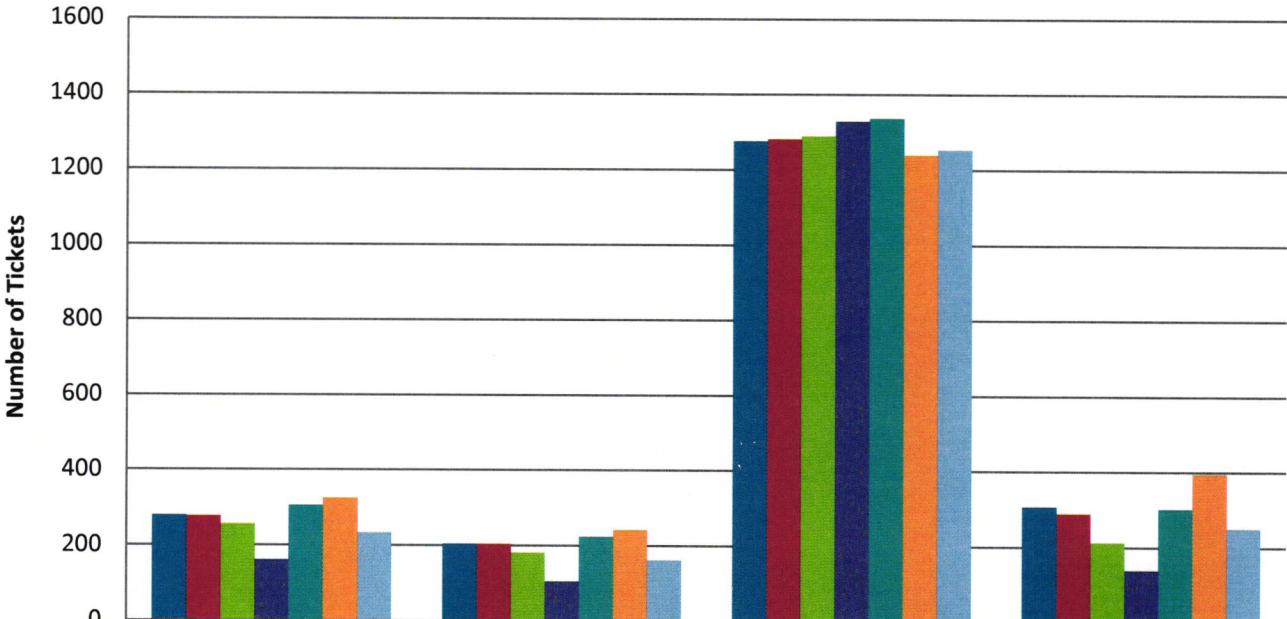
IT Help Desk support tickets and calls for the month of March 2019.

| Communication Type | Portal | Blackboard | Online Services | Admissions PIN reset | Misc | Total |
|--------------------|------------|------------|-----------------|----------------------|------------|-------------|
| Support Tickets | 62 | 7 | 143 | 10 | 66 | 288 |
| Telephone Calls | 107 | 18 | 188 | 29 | 416 | 758 |
| Totals | 169 | 25 | 331 | 39 | 482 | 1046 |

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

| Area | Wharton | Richmond | Sugar Land | Bay City |
|---|---------------------|----------|------------|----------|
| Office of Vice President of Instruction | 1 CPU | 0 | 0 | 0 |
| Office of President | 1 CPU 2 Monitors | 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 |