



Wharton County Junior College

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Technology Departments

February Highlights

The Network Services department completed the software upgrade for the telephone system. New documentation was created along with instructions and shared with the college community by the IT Help Desk staff.

Two new Banner administrative pages were created by Strata Information Group personnel for parking decals and tickets. These were enhancements previously created in-house with our Banner 8 system; however, new versions were needed to be compatible with our Banner 9 system.

The first phase of the off-premise hosting of the WCJC web servers has been completed. All three websites, WCJC Main Website, WCJC Intranet, and the WCJC Faculty Website have been moved to the hosted site. The new calendar system has been implemented and is on the hosted site. The second phase of the project is to move the content server off-site. Before this can be accomplished, an upgrade will be scheduled and then a freeze from posting information for 48 hours will be scheduled.

The Education Advisory Board (EAB) project is underway. Status calls continue to be scheduled every week as a check-in to see how the technology implementation is progressing.

Management Information System patches and upgrades for February 2019.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
2/16/2019	Banner	8	2 hours

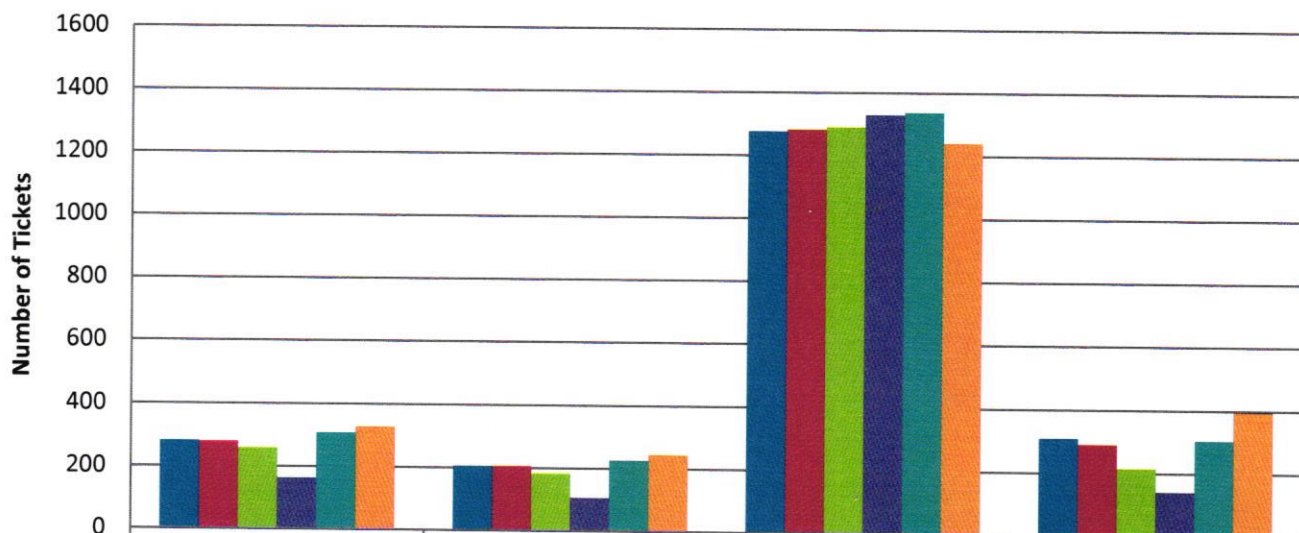
IT Help Desk support tickets and calls for the month of February 2019.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	107	11	121	6	72	317
Telephone Calls	172	37	129	7	451	796
Totals	279	48	250	13	523	1113

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	0	1 Printer	0	0
Division of Social and Behavioral Science	3 Monitors	4 Monitors	1 Monitor	0
Division of Vocational Science	1 Monitor	0	0	0
Instructional Classrooms	1 Projector	0	0	0
Office of Director of Sugar Land Campus	0	0	1 Monitor	0
Office of Financial Aid	1 Printer	0	0	0
Office of Information Technology	1 Printer	0	0	0
Office of Library Services	1 Monitor	0	0	0
Office of Vice President of Administrative Services	1 CPU	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