WCJC

Wharton County Junior College

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Technology Departments
October Highlights

Management Information System patches and upgrades for October 2019.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
10/18/19 – 10/20/19	Banner/TCC	45	46 hours

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

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	142	20	193	4	125	**484**
Telephone Calls	228	31	249	16	471	**995**
Totals	**370**	**51**	**442**	**20**	**596**	**1479**

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Monitor			
Division of Life Science			1 Printer 1 Monitor	
Division of Math and Physical Science			1 Monitor	
Instructional Class Rooms	2 Projectors, 1 Monitor		1 Projector, 1 Monitor	
Office of Facilities Management	1 Printer			
Office of Financial Services	1 Monitor			
Office of Human Resources	2 Printers			

Area	Wharton	Richmond	Sugar Land	Bay City
Office of Library Services	2 Monitors			
Office of Student Services	1 Monitor, 2 Printers			
Institutional Research	1 Printer			
Office of Dean of Vocational Instruction			1 Printer	

IT Tickets FY20

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-19	332	270	1274	478
Oct-19	286	236	1179	352