Wharton County Junior College

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

Technology Departments
July Highlights

Management Information System patches and upgrades for July 2020.

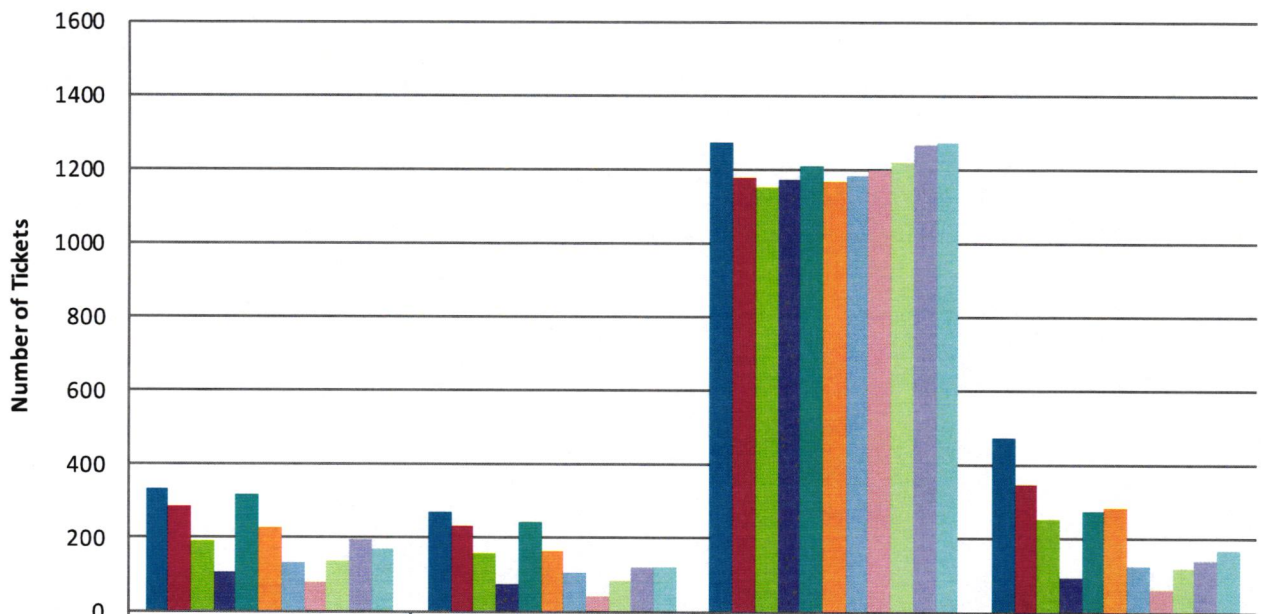| Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
7/25/2020	Banner/TCC	31	15 Hours

IT Help Desk support tickets and calls for the month of July 2020.

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	202	28	557	52	102	**941**
Telephone Calls	280	94	440	48	339	**1201**
Totals	**482**	**122**	**997**	**100**	**441**	**2142**

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in July 2020.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications/Fine Arts	1 Monitor			
Instructional Class Rooms	1 CPU LAD115B	1 CPU RIC103 16 CPU's RIC143		
Office of Student Services			1 Monitor	

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
Nov-19	194	160	1154	255
Dec-19	109	77	1173	98
Jan-20	320	244	1212	274
Feb-20	231	167	1169	286
Mar-20	135	109	1185	131
Apr-20	81	47	1201	67
May-20	141	87	1221	122
Jun-20	197	124	1272	146
Jul-20	172	125	1275	169