WCJC

Wharton County Junior College

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Technology Departments
October Highlights

The ILP SaaS project continues to progress with Ellucian sessions for setup and implementation of the Messaging Adapter and Ethos Functional Configuration.

The Director of Cyber Security completed the Web Application Penetration test with AT&T and is currently working with Columbia Advisory Group (CAG) on a Vulnerability Assessment.

Management Information System patches and upgrades for October 2020.

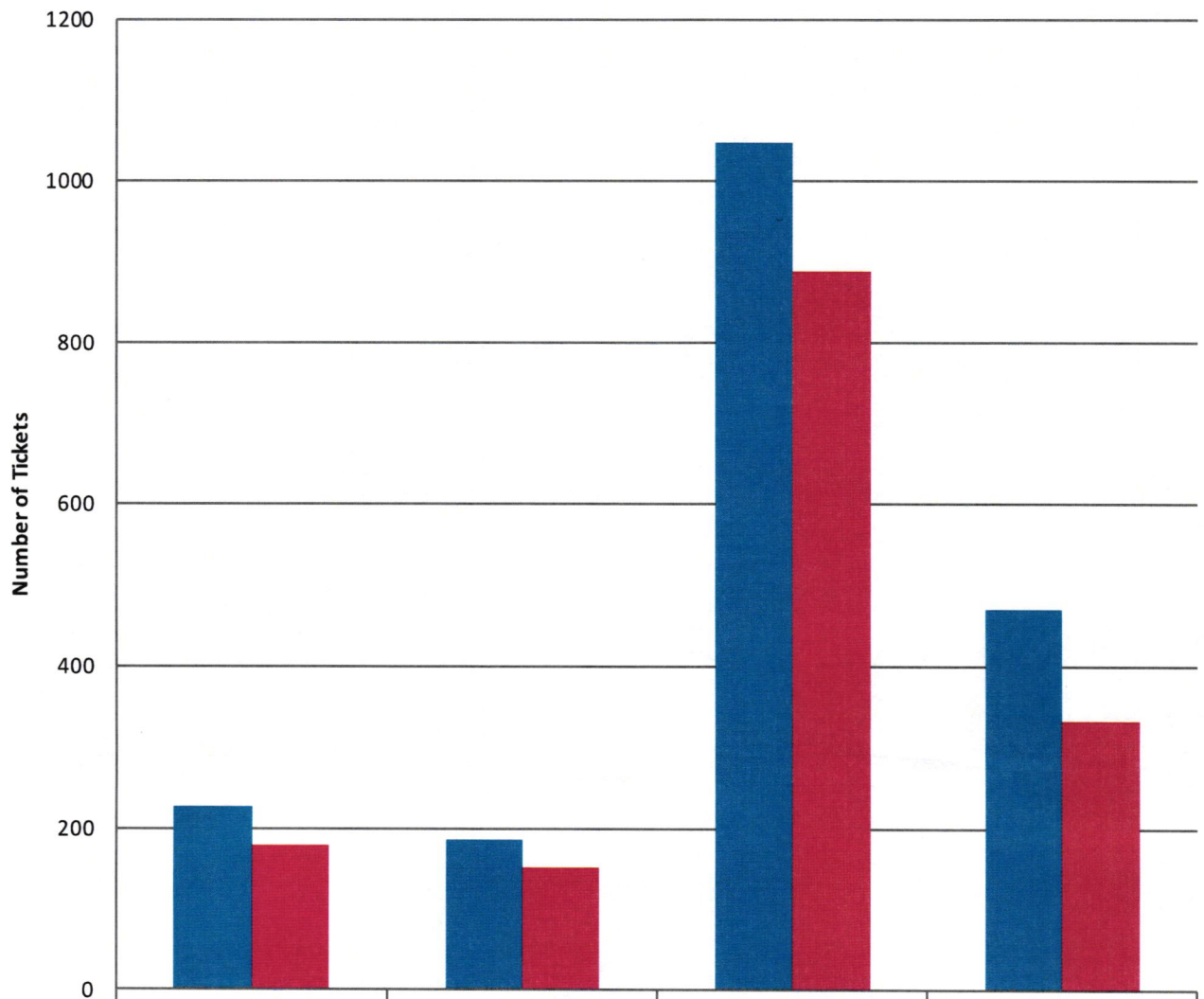| Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
10/15/2020	Banner	4	None
10/16–18/2020	Banner	50	46 Hours

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

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	68	60	179	4	39	350
Telephone Calls	135	118	215	16	394	878
Online Chat	10	6	16	0	8	40
Total	213	184	410	20	441	1268

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Math and Physical Science		1 Monitor		
Office of Financial Aid	2 Monitors 1 Scanner			
Office of Payroll and Benefits	1 Monitor			

IT Tickets FY21

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Sep-20	227	185	1047	470
Oct-20	178	151	888	333

Number of Tickets