WCJC

Wharton County Junior College

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

Technology Departments
April Highlights

The second phase of the off-premise hosting of the WCJC web server's project begun at the end of April and includes the move of the content server off-site. The move has been accomplished; however, the single sign-in to the new content server for all contributors is still in progress.

Management Information System patches and upgrades for April 2019.

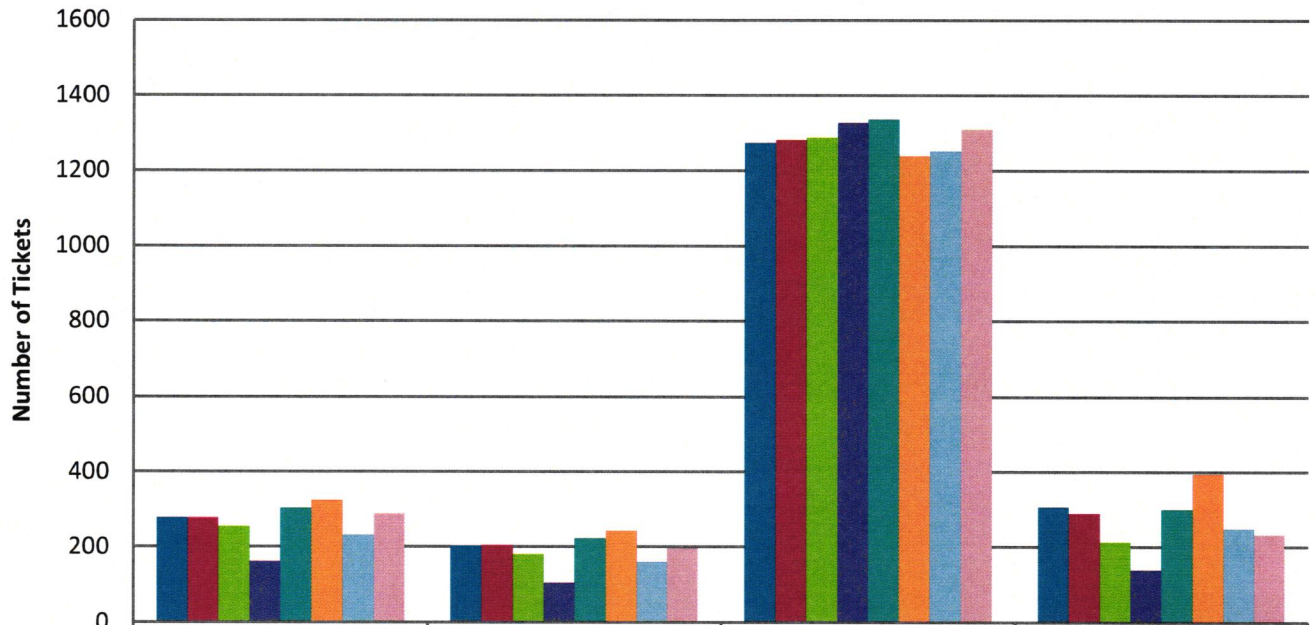| Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
4/27/2019	Banner	4	2.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	70	16	193	27	97	**403**
Telephone Calls	167	40	282	83	510	**1082**
Totals	**237**	**56**	**475**	**110**	**607**	**1485**

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	0	1 Projector	0	0
Division of Vocational Science	1 Scanner 1 Printer	0	0	0
Office of Director of Sugar Land Campus	0	0	1 CPU	0
Office of Facilities Management	2 Monitors	0	0	0
Office of Senior Vice President of Instruction	1 Printer	0	0	0
Office of Vice President of Technology	2 CPUs	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
Apr-19	288	196	1310	234