



Wharton County Junior College

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Technology Departments February Highlights

Management Information System patches and upgrades for February 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
2/12/2018, 2/13/2018	Banner/TCC	2	none

IT Help Desk support tickets and calls for the month of February 2018.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	169	80	57	6	20	332
Telephone Calls	165	140	99	7	475	886
Totals	334	220	15	13	495	1218

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in February 2018.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Athletics	Clayton, R – Printer, Gym-308			
Div. of Life Sciences, Biology	Dettling, J – Monitor, SCI-110		Bhasin, A – Projector, SGL-281	
Div. of Math and Physical Sciences	Buckingham, L – CPU, SCI-203			
Div. of Technology and Business	Maretka, A – Monitor, PEA-111			
Adult Education and Literacy	Britton, R – Projector, El Campo Northside Center			

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Office of the President	Feyen, D – Monitor, Admin-113			

