Wharton County Junior College

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Technology Departments
July Highlights

Management Information System patches and upgrades for July 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
7/29/2022	Banner	37	42 Hours

IT Help Desk support tickets and calls for the month of July 2022.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	83	15	222	8	34	362
Telephone Calls	173	16	326	37	281	833
Online Chat Service	4	0	7	1	4	16
Totals	260	31	555	46	319	1211

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in July 2022.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science		CPU		
Division of Math and Physical Science	Monitor			
Division of Social and Behavioral Science			Printer	
Division of Vocational Science	Printer			
Instructional Class Rooms	CPU/Monitor FA133			
Office of Financial Aid	Scanner			
Office of Student Services	CPU 2 – Monitors			
Continuing Education		CPU		

The below chart reflects tickets opened by faculty and staff for the month of July. The following list percentages for each category for the 208 tickets still open in July.

- 59% - MIS Banner System
- 13% - Equipment, classroom/office computers, printers, scanners, telephones
- 5% - System Maintenance
- 23% - Employment changes and Training

IT Tickets FY22

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Jul-22	255	202	208	243

Y-axis: Number of Tickets (0 to 300)