Technology Departments
May Highlights

While we are implementing the SaaS licensing of the Ellucian Intelligent Learning Platform (ILP), the Director of Database and Application Services, System Administrator, and the Director of Information Systems continues to work with Ellucian to update and reconfigure the on premise ILP to be able to push information for the summer term to the Blackboard learning management system for online courses.

The Director of Cyber Security continues his work on the Cyber Security Assessment. He is currently working with Columbia Advisory Group to obtain the vulnerability and policies assessment.

The Network Services team has been busy moving office equipment to adhere to social distancing in preparation for staff to begin working on campus starting June 1st.

Management Information System patches and upgrades for May 2020.

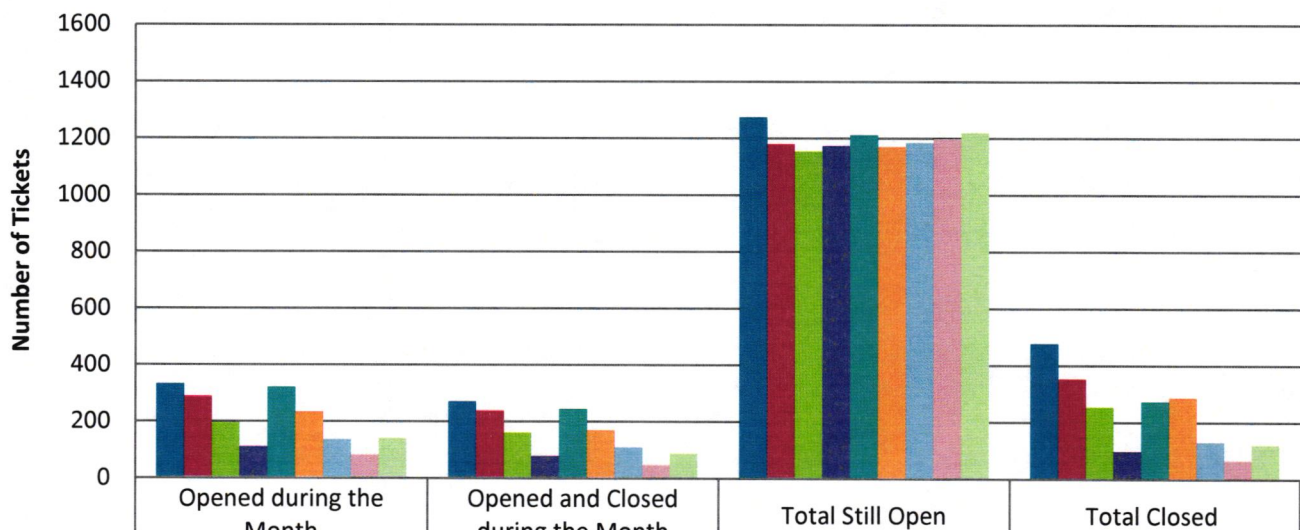| Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
5/8/2020	Banner	2	0
5/11/2020	Banner	5	3 hours

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

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	365	62	1066	106	128	1727
Telephone Calls	20	0	69	0	39	118
Totals	375	62	1124	106	167	1845

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	1 Computer			
Learning Assistance Program	1 Monitor			
Office of Admissions and Registration	3 Scanner 3 Printers 10 Monitors	1 Printer		
Office of Financial Aid	1 Computer			
Office of Student Services	1 Scanner			

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