



**Wharton County Junior College**  
911 Boling Highway • Wharton, Texas 77488 • (979) 532-4560

**Technology Departments  
June Highlights**

Management Information System patches and upgrades for June 2020.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
6/9/2020	Banner	2	1 hour (admin pages, not SS)

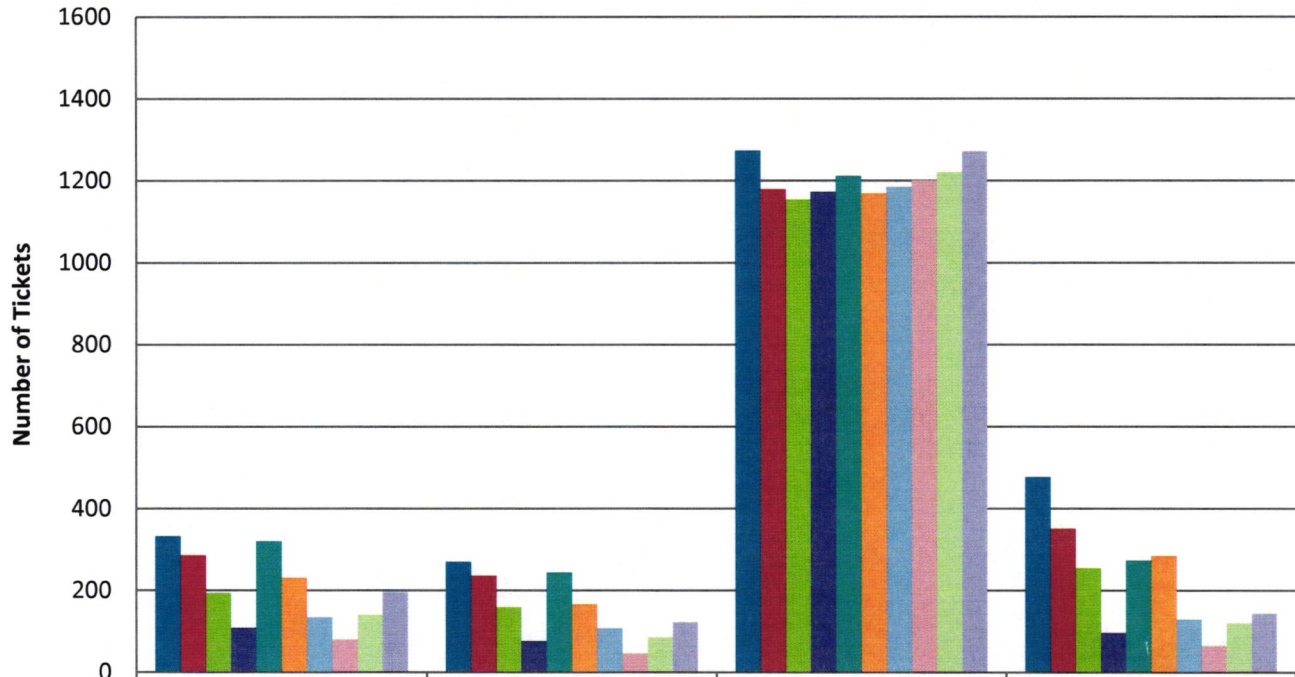
IT Help Desk support tickets and calls for the month of June 2020.

Communication Type	Email	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	239	54	529	66	89	986
Telephone Calls	208	32	223	32	107	602
Totals	447	86	761	98	196	1588

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Printer 1 Monitor			
Instructional Class Rooms		16 CPU's RIC143		
Office of Admissions and Registration	1 Monitor			
Office of Financial Services	1 Printer			
Office of Information Systems	1 CPU 1 Monitor			

## 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
■ Jun-20	197	124	1272	146