



# **Wharton County Junior College**

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## **Technology Departments**

### **April 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 worked 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 has been very busy with the Cyber Security Assessment. He has been teleconferencing with AT&T, the Department of Information Resources (DIR) vendor to complete the assessment. Several interviews from different departments were scheduled and completed. Also, a large amount of documentation was gathered and submitted.

The Network Services team completed setting up single sign on for the new Cyber Security training. They also configured and installed needed software onto the new laptops purchased for student use.

Management Information System patches and upgrades for April 2020.

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
4/16/2020	Banner	6	3 hours

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

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions PIN reset</b>	<b>Misc</b>	<b>Total</b>
<b>Support Tickets</b>	540	151	615	109	145	<b>1560</b>
<b>Telephone Calls</b>	15	0	10	0	49	<b>74</b>
<b>Totals</b>	<b>555</b>	<b>151</b>	<b>625</b>	<b>109</b>	<b>194</b>	<b>1634</b>

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

<b>Area</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugar Land</b>	<b>Bay City</b>
Office of Admissions and Registration	1 Printer			
Office of Financial Services	1 Monitor			

## IT Tickets FY20

