



# Wharton County Junior College

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## Technology Departments November and December Highlights

The off-premise hosting of the WCJC web servers is continuing to progress. The publishing of content to the off-premise server has been tested successfully. Implementation and testing of the calendar system has been completed. Training for the calendar system has been scheduled.

The Education Advisory Board (EAB) project is underway. Status calls continue to be scheduled every week as a check-in to see how the technology implementation is progressing.

Management Information System patches and upgrades for November and December 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
11/5/2018	Banner	1	1 hour
12/29/2018	Banner	1	1 hour

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	131	15	274	10	35	465
Telephone Calls	167	17	304	19	389	896
<b>Totals</b>	<b>298</b>	<b>32</b>	<b>578</b>	<b>29</b>	<b>424</b>	<b>1361</b>

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	123	27	269	9	89	517
Telephone Calls	118	9	151	6	257	541
<b>Totals</b>	<b>241</b>	<b>36</b>	<b>420</b>	<b>15</b>	<b>346</b>	<b>1058</b>

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	2 Printers			

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science	1 Data Projector			
Division of Social and Behavioral Science			1 Monitor	
Division of Technology and Business	1 Printer			
Division of Vocational Science	2 Printers			

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Communications and Fine Arts	1 Monitor			
Division of Life Science	1 CPU			

