



Wharton County Junior College

911 Boling Highway • Wharton, Texas 77488 • (979) 532-4560

Technology Departments April Highlights

Management Information System patches and upgrades for April 2018.

| Date Applied to Production | Banner or Oracle Upgrade | Number of Patches | Amount of Downtime |
|----------------------------|--------------------------|-------------------|--------------------|
| 4/15/18 | Banner | 2 | 0 |
| 4/17/18 | Banner/TCC | 2 | 2.5 hours |
| 4/25/18 | Banner | 1 | 0 |
| 4/28/18 | TCC | 2 | 0 |

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

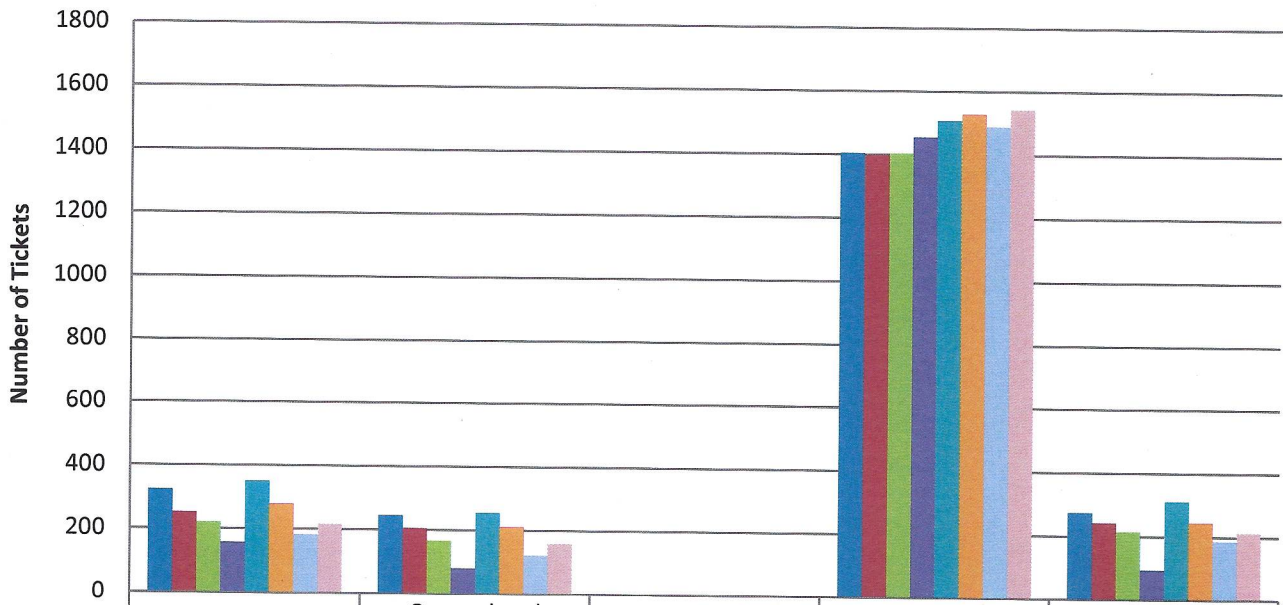
| Communication Type | Portal | Blackboard | Online Services | Admissions PIN reset | Misc | Total |
|--------------------|--------|------------|-----------------|----------------------|------|-------|
| Support Tickets | 133 | 17 | 114 | 18 | 29 | 311 |
| Telephone Calls | 157 | 35 | 135 | 25 | 527 | 879 |
| Totals | 290 | 52 | 249 | 43 | 556 | 1190 |

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

| Division/Dept | Wharton | Richmond | Sugarland | Bay City |
|--|--|----------|-----------|----------|
| Communication/ Fine Arts | Ralls, P – Data Projector, FA110 | | | |
| Planning and Institutional Effectiveness | Allen, A – Monitor and Printer, ADM113 | | | |
| Business Office | Bonewald, S – Printer, ADM105 | | | |

| Division/Dept | Wharton | Richmond | Sugarland | Bay City |
|---------------------------------------|---|-------------------------------|-----------|----------|
| Library | Martinez, T – CPU, Library Information Desk | | | |
| Social and Behavioral Science/History | | Griffith, L – CPU, RIC140G | | |

IT Tickets



| | Opened during the Month | Opened and Closed during the Month | | Total Still Open | Total Closed |
|----------|-------------------------|------------------------------------|--|------------------|--------------|
| ■ Sep-17 | 324 | 247 | | 1405 | 277 |
| ■ Oct-17 | 252 | 206 | | 1398 | 245 |
| ■ Nov-17 | 222 | 167 | | 1405 | 218 |
| ■ Dec-17 | 157 | 81 | | 1455 | 98 |
| ■ Jan-18 | 352 | 257 | | 1509 | 314 |
| ■ Feb-18 | 279 | 212 | | 1529 | 248 |
| ■ Mar-18 | 183 | 123 | | 1489 | 189 |
| ■ Apr-18 | 216 | 159 | | 1544 | 216 |