



# Wharton County Junior College

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## Technology Departments January Highlights

Management Information System patches and upgrades for January 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/8/2022	Banner	21	10.5 Hours
1/18/2022	Banner	3	Zero
1/21/2022	Banner	1	Zero

IT Help Desk support tickets and calls for the month of January 2022.

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
<b>Support Form Requests</b>	198	42	311	8	53	<b>612</b>
<b>Telephone Calls</b>	195	54	244	32	408	<b>933</b>
<b>Online Chat Service</b>	17	4	17	1	11	<b>50</b>
<b>Totals</b>	<b>410</b>	<b>100</b>	<b>572</b>	<b>41</b>	<b>472</b>	<b>1595</b>

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in January 2022.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	Printer			
Division of Social and Behavioral Science	Printer			
Instructional Class Rooms				Monitor – BC110
Office of Admissions and Registration	3 – CPU 3 – Monitor			
Office of Vice President of Administrative Services				Monitor
Business Office	Printer			

Title V	Monitor			
Physical Plant	Printer			
AEL	Printer			
TRIO	15 - CPU 15- Monitor			

The below chart reflects tickets opened by faculty and staff for the month of January. The following list percentages for each category for the 180 tickets still open in January.

- 79% - MIS Banner System
- 10% - Equipment, classroom/office computers, printers, scanners, telephones
- 1% - System Maintenance
- 10% - Employment changes and Training

