Wharton County Junior College

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Technology Departments
April Highlights

Management Information System patches and upgrades for April 2022.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
4/19/2022	Banner	1	Zero

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

Communication Type	Email	Blackboard	Online Services	Admissions Status	Misc	Total
Support Form Requests	72	6	179	14	18	**289**
Telephone Calls	167	16	316	28	183	**710**
Online Chat Service	5	1	7	0	2	**15**
Totals	**244**	**23**	**502**	**42**	**203**	**1014**

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

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	CPU			
Instructional Classrooms	2 – 3D Printers P208 2 – 3D Printers P214			
Division of Financial Aid			Printer	
Office of Information Technology	Monitor			
Office of Student Services	Printer			
Business Office	Printer			
Testing Services		Monitor		

The below chart reflects tickets opened by faculty and staff for the month of April. The following list percentages for each category for the 165 tickets still open in March.

- 68% - MIS Banner System
- 14% - Equipment, classroom/office computers, printers, scanners, telephones
- 6% - System Maintenance
- 12% - Employment changes and Training

IT Tickets FY22

	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
Apr-22	226	194	165	262

Number of Tickets