



Wharton County Junior College

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Technology Departments January Highlights

Management Information System patches and upgrades for January 2018.

Date Applied to Production	Banner or Oracle Upgrade	Number of Patches	Amount of Downtime
1/5/2018, 1/6/2018, 1/20/2018	Banner/TCC	27	8.5 hours

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

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	419	179	220	9	69	896
Telephone Calls	266	228	148	6	320	968
Totals	685	407	368	15	389	1864

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

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Communications and Fine Arts/Speech			Jones, T – CPU, SGL-226	
Testing Services			Paredes, A – CPU, Monitor, SGL-129	
Administration			Malmberg, Eric, CPU, SGL-362	Williams, K-CPU Bay-118

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Vocational Science/Automotive Tech.	Cline, C – Monitor, Automotive Shop			

