



## **Wharton County Junior College**

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### **Technology Departments March Highlights**

Management Information System patches and upgrades for March 2022.

<b>Date Applied to Production</b>	<b>Banner or Oracle Upgrade</b>	<b>Number of Patches</b>	<b>Amount of Downtime</b>
3/22/2022	Banner	1	Zero

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

<b>Communication Type</b>	<b>Email</b>	<b>Blackboard</b>	<b>Online Services</b>	<b>Admissions Status</b>	<b>Misc</b>	<b>Total</b>
<b>Support Form Requests</b>	47	6	103	8	35	<b>199</b>
<b>Telephone Calls</b>	172	18	253	22	94	<b>559</b>
<b>Online Chat Service</b>	9	1	15	0	3	<b>28</b>
<b>Totals</b>	<b>228</b>	<b>25</b>	<b>371</b>	<b>30</b>	<b>132</b>	<b>786</b>

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

<b>Area</b>	<b>Wharton</b>	<b>Richmond</b>	<b>Sugar Land</b>	<b>Bay City</b>
Division of Life Science	2 – Printer Monitor	Printer	Printer	
Instructional Class Rooms			2 – Projectors SGL 164	
Office of Financial Aid	CPU			
Advising and Counseling	5 – CPU 5 - Monitor			Monitor

The below chart reflects tickets opened by faculty and staff for the month of March. The following list percentages for each category for the 158 tickets still open in March.

- 75% - MIS Banner System
- 14% - Equipment, classroom/office computers, printers, scanners, telephones

- 3% - System Maintenance
- 8% - Employment changes and Training

