



Wharton County Junior College

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Technology Departments November and December Highlights

Over the Christmas holidays, Network Services staff and Database Administrative staff worked with the Maintenance staff to power down and power up servers for the electrical work being completed on the Wharton campus.

The Network Services team upgraded the computers and software in the testing centers at all campuses. They completed the population of user accounts to Azure Active Directory in the cloud. They as well as the Director of Cyber Security, completed the installation of the dedicated internet circuit at the Richmond campus.

There were no Management Information System patches and upgrades in November and December 2019.

IT Help Desk support tickets and calls for the month of November, 2019.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	93	8	271	9	81	462
Telephone Calls	174	33	345	8	510	1070
Totals	267	41	616	17	591	1532

IT Help Desk support tickets and calls for the month of December, 2019.

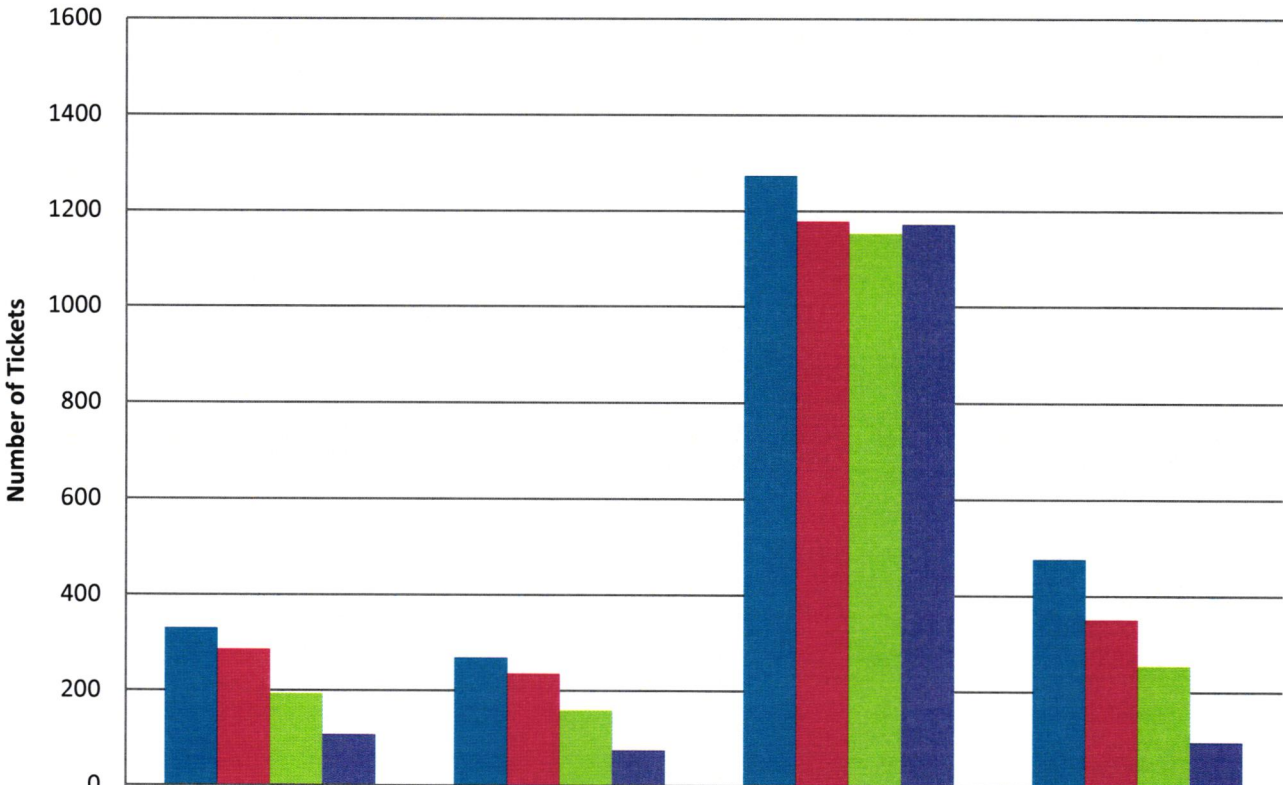
Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	106	25	371	1	127	630
Telephone Calls	175	47	224	15	392	853
Totals	281	72	595	16	519	1483

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in November and December 2019.

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Allied Health	1 Monitor 1 Printer			

Area	Wharton	Richmond	Sugar Land	Bay City
Division of Life Science	1 CPU			
Division of Technology and Business		1 CPU		
Instructional Class Rooms		1 Monitor TC222	1 Projector SGL263	
Office of Athletics	1 Printer			
Office of Library Services	1 Monitor			
Office of Bay City Extension Campus				1 Monitor

IT Tickets FY20



	Opened during the Month	Opened and Closed during the Month	Total Still Open	Total Closed
■ Sep-19	332	270	1274	478
■ Oct-19	286	236	1179	352
■ Nov-19	194	160	1154	255
■ Dec-19	109	77	1173	98