

**Town of Westfield  
Department of Information Technology**



**Technology Monthly Report  
MAY 2007**

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**Value Statement**

The Department of Information Technology serves as the voice for the technology and communication needs of the Town of Westfield, develops methodology for investment prioritization and implements standards to enable greater coordination of information technology across Town departments and local, state and federal government entities.

**Vision Statement**

The Department of Information Technology creates a corporate culture whereby investments and information sharing are maximized through collaboration and standardized processes across the enterprise resulting in enhanced service to Westfield constituents. Additionally, we strive to align project initiatives with business objectives and forge paths that drive business growth and economic development in Westfield.

**Mission Statement**

To solve problems using technology responsibly to enhance processes while providing outstanding customer service and maintaining a secure & reliable infrastructure in a cost efficient manner.

**Slogan Statement**

**“Making IT Possible”**

## **Major IT Projects Completed**

### **WebSite Agenda Builder:**

Website module allowing for electronic, paperless meeting agendas to be created

### **GIS Web Server:**

Installed new enterprise server hardware dedicated to GIS creation of web-based applications allowing for access to custom GIS maps via the web.

### **Upgrade Software Package to ArcView 9.2**

Upgraded our existing GIS software to version 9.2 allowing for expanded capabilities in mapping.

### **Fiber Construction Completed from GreyHound Pass to 161st Street:**

Fiber optic cable construction was completed from GreyHound Pass to 161st along the Monon trail for connectivity to the GreyHound Pass Water Treatment Plant and future leasing of dark fiber.

### **WiFi Network Installed at River Road Water Treatment Plant:**

As the River Road Water Treatment Plant is 10 miles from our network with no means of connectivity, we installed a wireless network that expands our current WiFi backbone allowing for network connectivity and water treatment plant control from anywhere on our network eliminating the need for costly leased T1 lines.

### **Wireless Hot Spot Installation:**

In our continued efforts to expand our wireless capabilities, we installed our 8th wireless "Hot Spot" access point at the Water Barn on the Public Works campus allowing for secure wireless network access for mobile computing of Public Works, Police and Fire Departments reducing reliance on leased cellular wireless access and increased wireless speed.

### **Consolidated Town Sprint/Nextel Telecommunications:**

Completed consolidation of the Sprint/Nextel Town's cellular phone accounts to a single summary invoice managed by IT realizing a 25% government discount across all accounts and more efficient account management.

### **Consolidated Town's LAN Phone Accounts:**

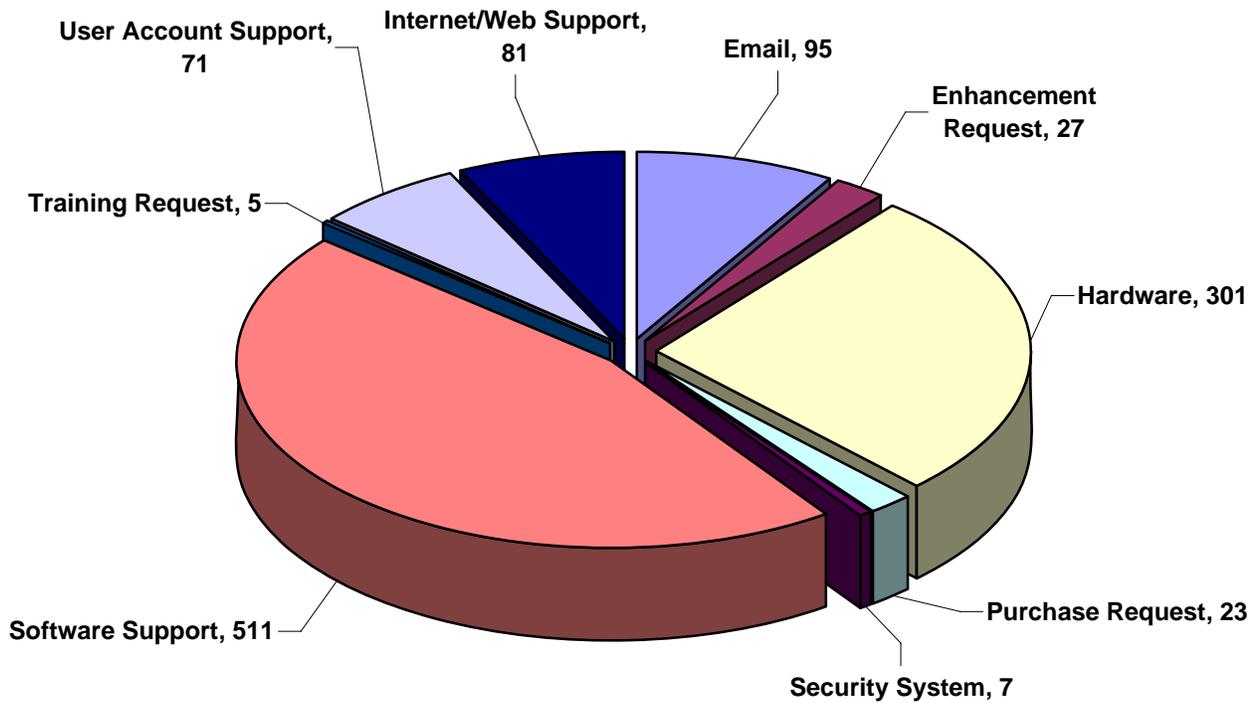
Completed consolidation of all Town long distance charges to a single summary billing managed by IT allowing for more efficient account management and lower per minute savings of approximately \$7,000 per year.

# TECH SUPPORT SUMMARY

## REQUESTS FOR TECH SUPPORT

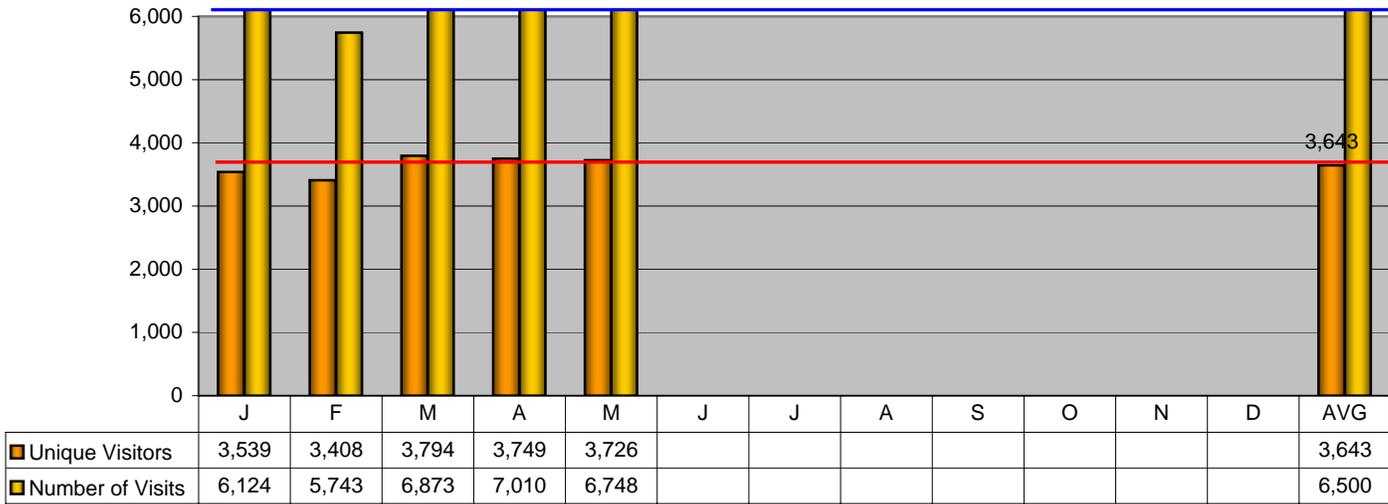
	<u>Last Month</u>	<u>This Month</u>	<u>% +/-</u>
Total Accumalitive Work Orders	1277	1386	9
Completed Accumalitive Work Orders	1256	1362	8
Current Open Work Orders	21	24	14

## Help Desk Support by Type



# OUR WEB PRESENCE

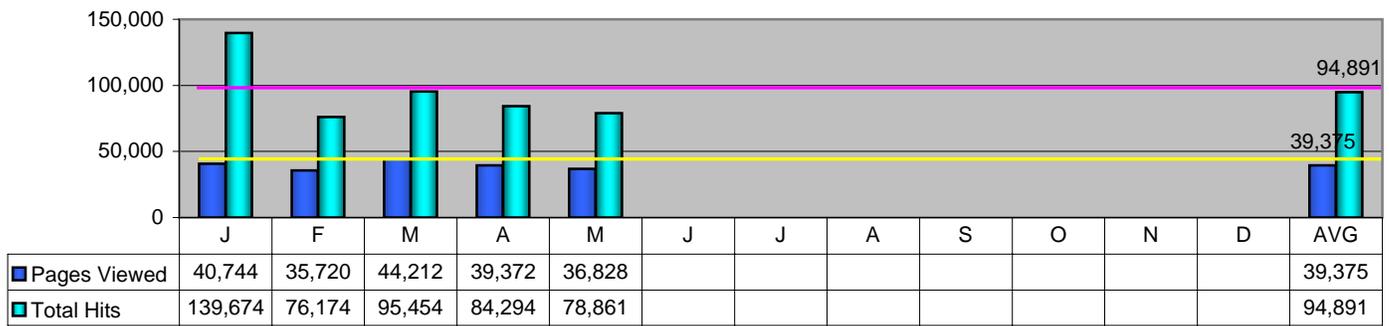
### Monthly Visitor History



Unique Visitors = The number of different physical persons that reached the site each month.

Number of Visits = Each new incoming visitor that was not connected in the last 60 minutes.

### Monthly Hits History



Pages Viewed = The number of times a page on the site is viewed.

Total Hits = The number of times a page, image, file is viewed or downloaded by someone.

### Monthly Hits by Hour

