



Department of Information Technology Technology Monthly Report

November 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

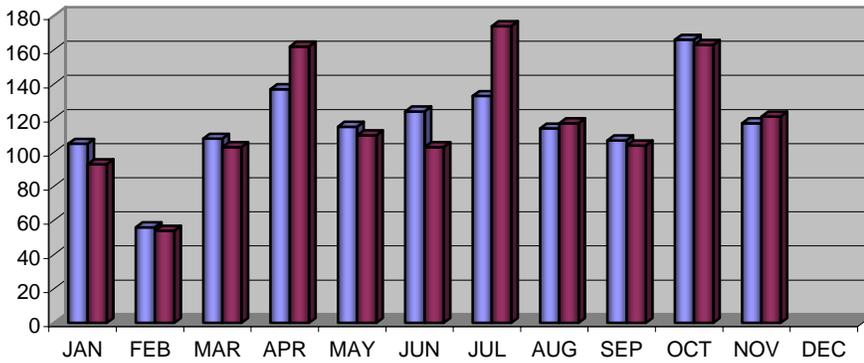
To solve problems using technology responsibly to enhance processes while providing outstanding customer service and maintaining a secure & reliable infrastructure in a cost efficient manner.

Slogan Statement

“Making IT Possible”

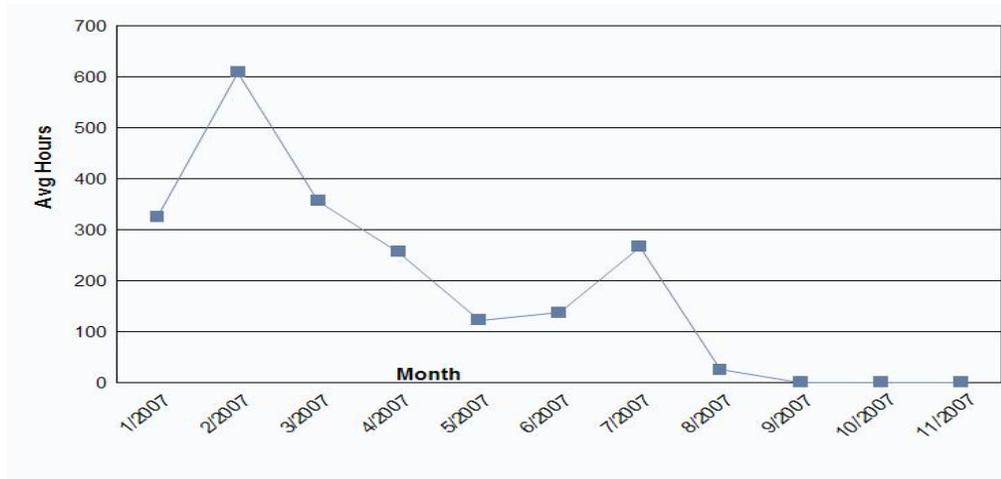
TECH SUPPORT SUMMARY

Help Desk Work Orders
Open vs. Closed



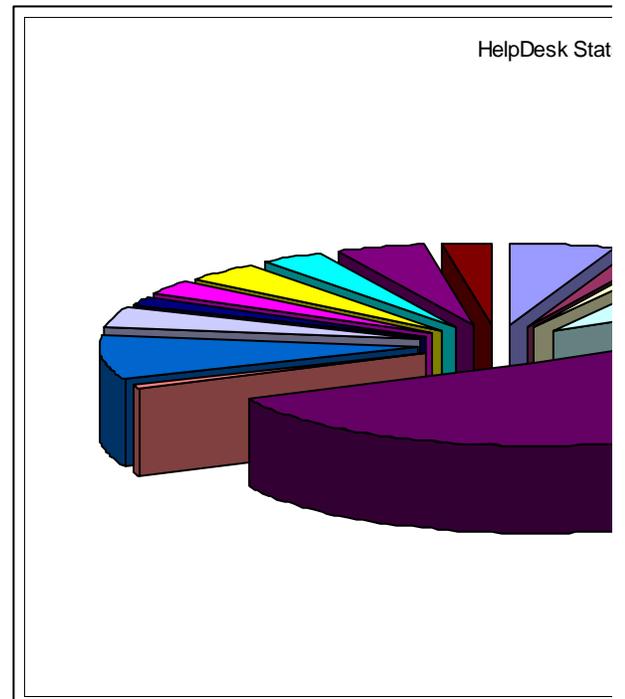
		JAN
Open		105
Closed		93

Average Time to Complete a Work Order



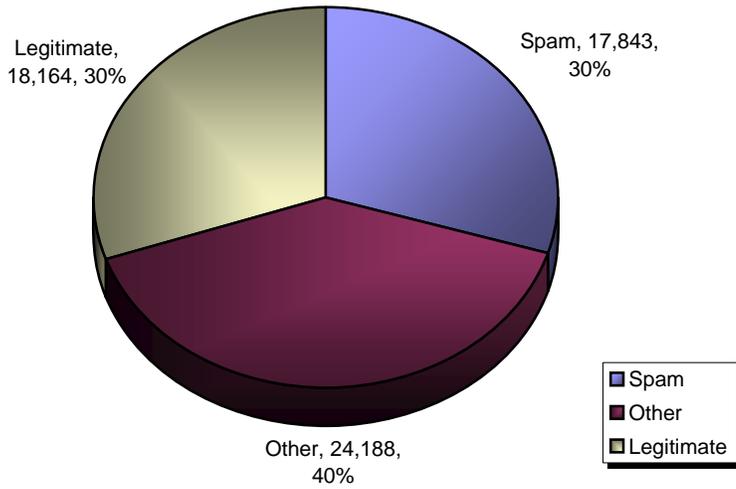
HelpDesk Stats All-time Pie Chart

Email	63
Enhancement Request	21
Security System	13
Software Installation	101
Software Support	626
Training Request	12
User Account Support	105
Internet/Web Support	49
Hardware -Handheld	23
Hardware-Support	34
Hardware-Laptop	46
Hardware-Printer	41
Hardware-Workstation	53
Hardware-Networking	31



THREAT SUMMARY

**Inbound Email Proection
October 2007**



Spam Protection Summary

Spam	17,843	29.6%
Other	24,188	40.2%
Legitimate	18,164	30.2%
Total	60,195	100.0%

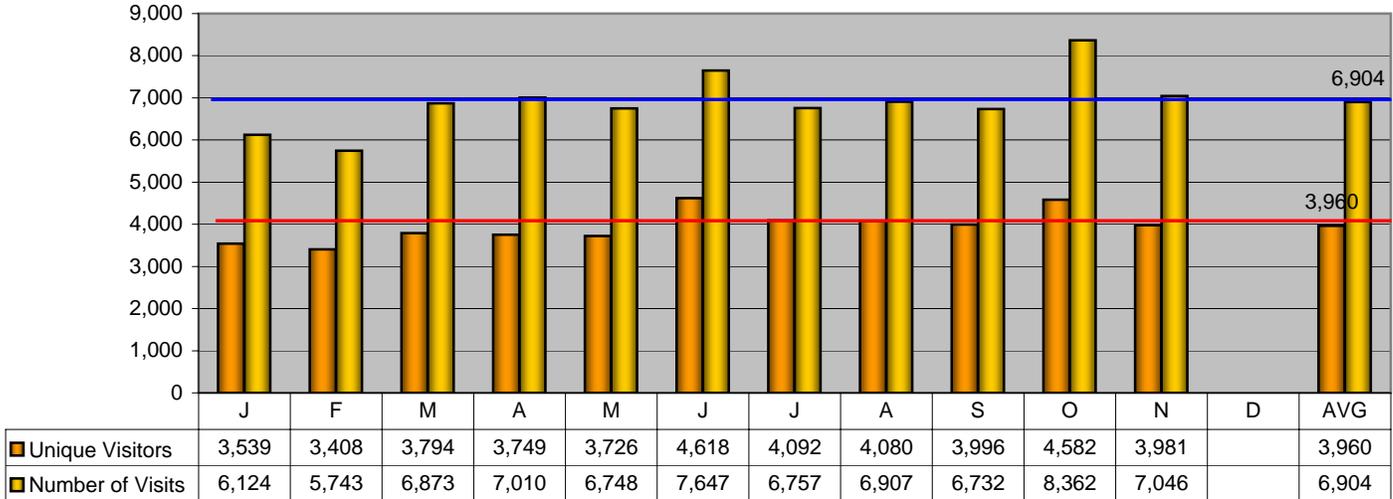
Total Spam Protection Savings **\$1,126.04**

Viruses *0*
Intrusions *0*
Spyware *0*

	JAN	FEB	MAR	APR	MAY	JUN	JUL	
Virus		0	0	0	0	0	0	0
Intrusions		0	0	0	0	0	0	0
Spyware		0	0	0	0	0	0	0

WEB PRESENCE

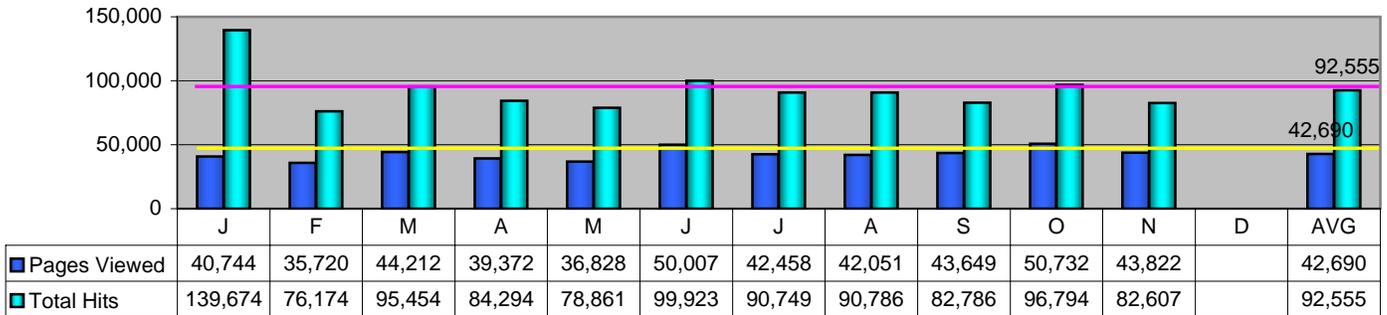
Monthly Visitor History 2007



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.

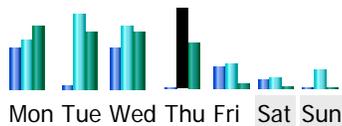
Monthly Hits History 2007



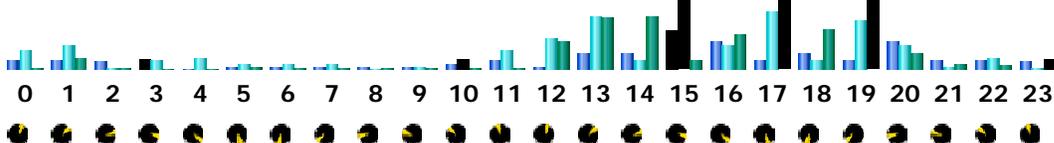
Pages Viewed = The number of times a page on the site is viewed.

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

Hits by Day

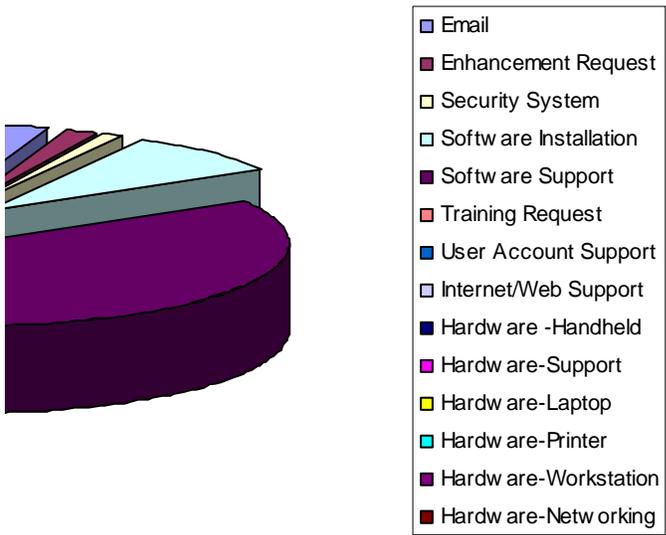


Hits by Hour



FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	
	56	108	137	115	124	133	114	107	166	117
	54	103	162	110	103	174	117	104	163	121

Stats All-time Pie Chart



Spam	<i>17,843</i>
Other	<i>24,188</i>
Legitimate	<i>18,164</i>
Total	<i>60,195</i>

AUG	SEP	OCT	NOV	DEC
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

	Unique Visitors	Number of Visits	Pages Viewed	Total Hits	
J	3,539	6,124	40,744	139,674	
F	3,408	5,743	35,720	76,174	
M	3,794	6,873	44,212	95,454	
A	3,749	7,010	39,372	84,294	
M	3,726	6,748	36,828	78,861	
J	4,618	7,647	50,007	99,923	
J	4,092	6,757	42,458	90,749	
A	4,080	6,907	42,051	90,786	
S	3,996	6,732	43,649	82,786	
O	4,582	8,362	50,732	96,794	
N	3,981	7,046	43,822	82,607	
D					
Total	43565.00	75949.00	469595.00	1018102.00	
AVG	3,960	6,904	42,690	92,555	

DEC