



Department of Information Technology Technology Monthly Report

July 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

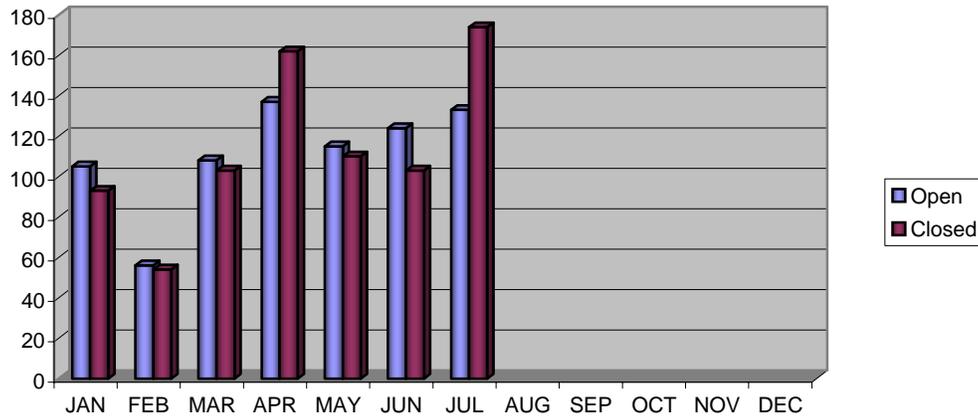
To solve problems using technology responsibly to enhance processes while providing outstanding customer service and maintaining a secure & reliable infrastructure in a cost efficient manner.

Slogan Statement

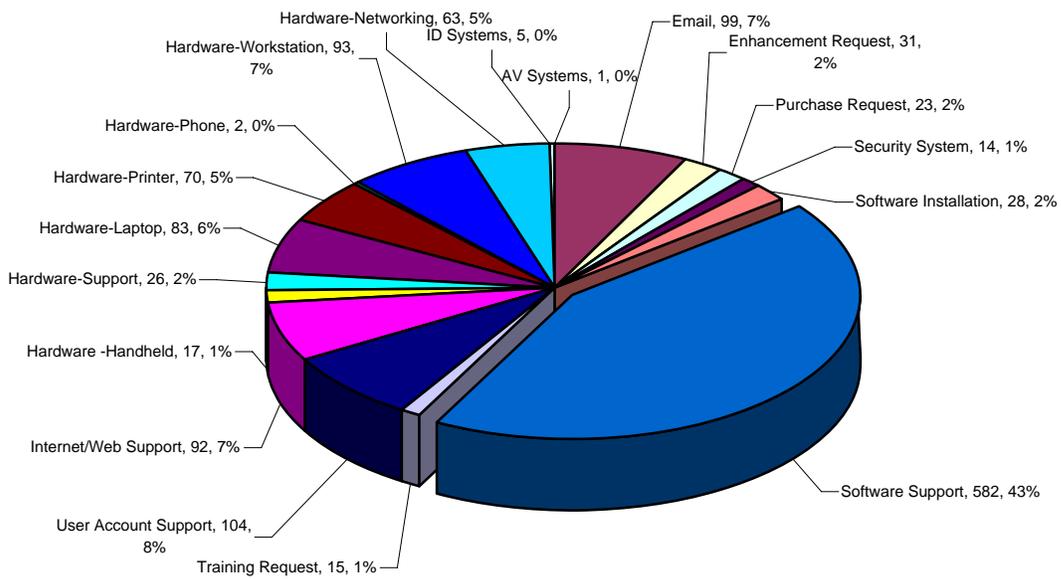
“Making IT Possible”

TECH SUPPORT SUMMARY

**Help Desk Work Orders
Open vs. Closed**

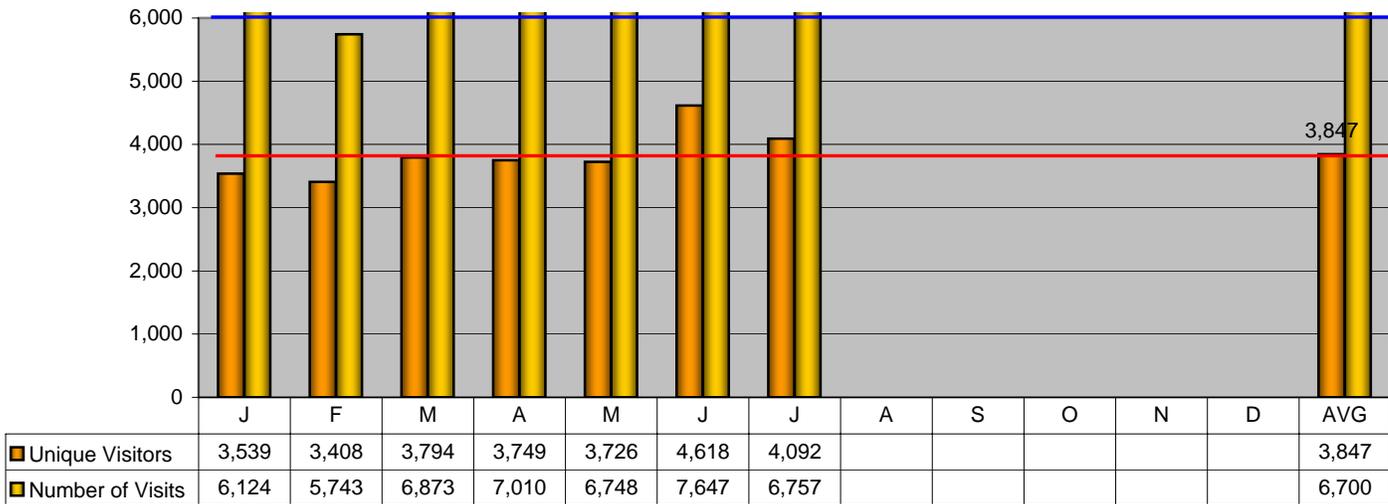


Help Desk Support by Type



WEB PRESENCE

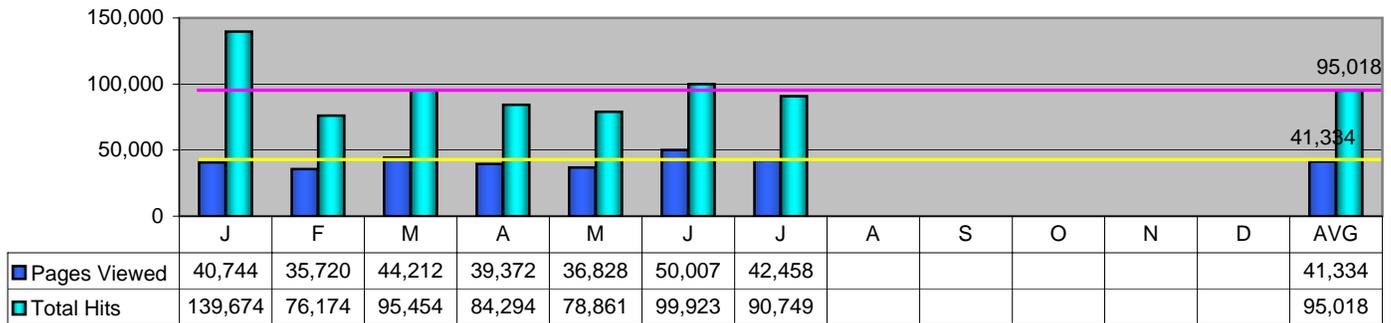
Monthly Visitor History



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

