



## **Department of Information Technology Technology Monthly Report**

**October 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**

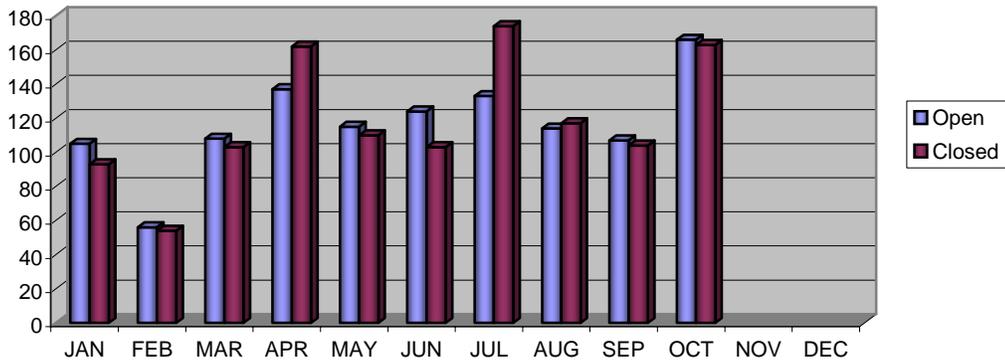
To solve problems using technology responsibly to enhance processes while providing outstanding customer service and maintaining a secure & reliable infrastructure in a cost efficient manner.

### **Slogan Statement**

**“Making IT Possible”**

# TECH SUPPORT SUMMARY

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

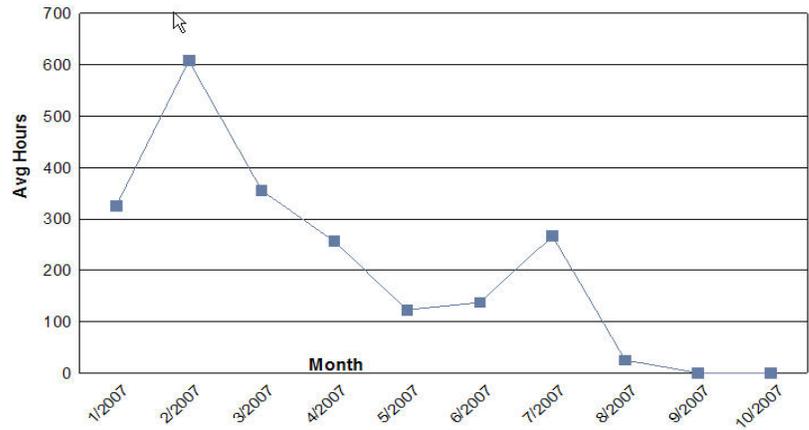


**Average Time to Complete Work Orders by Month**

Dates displayed in Eastern Standard Time

From: 1/1/2007  
To: 10/31/2007

11/5/2007 10:50:17AM



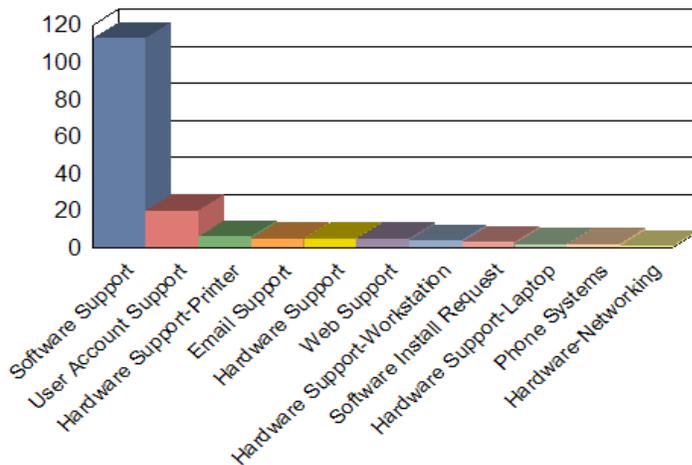
**Work Order Trends by Type**

Dates displayed in Eastern Standard Time

From: 10/1/2007  
To: 10/31/2007

11/5/2007 10:52:42AM

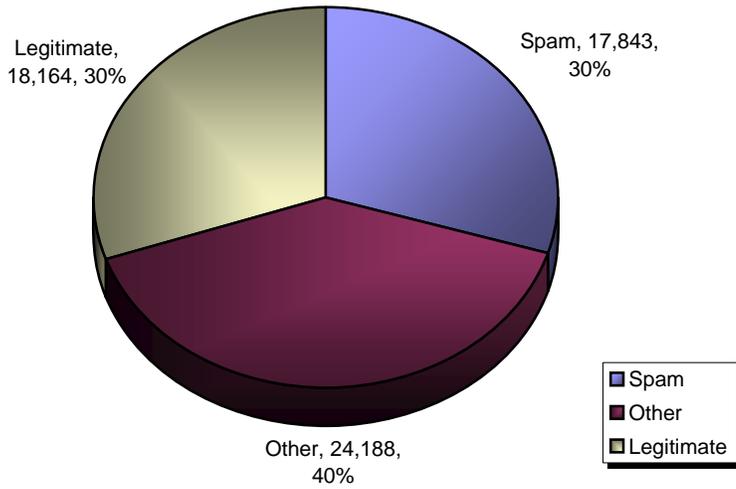
**Work Orders**



- Software Support
- User Account Support
- Hardware Support-Printer
- Email Support
- Hardware Support
- Web Support
- Hardware Support-Workstation
- Software Install Request
- Hardware Support-Laptop
- Phone Systems
- Hardware-Networking

# THREAT SUMMARY

**Inbound Email Proection  
October 2007**



**Spam Protection Summary**

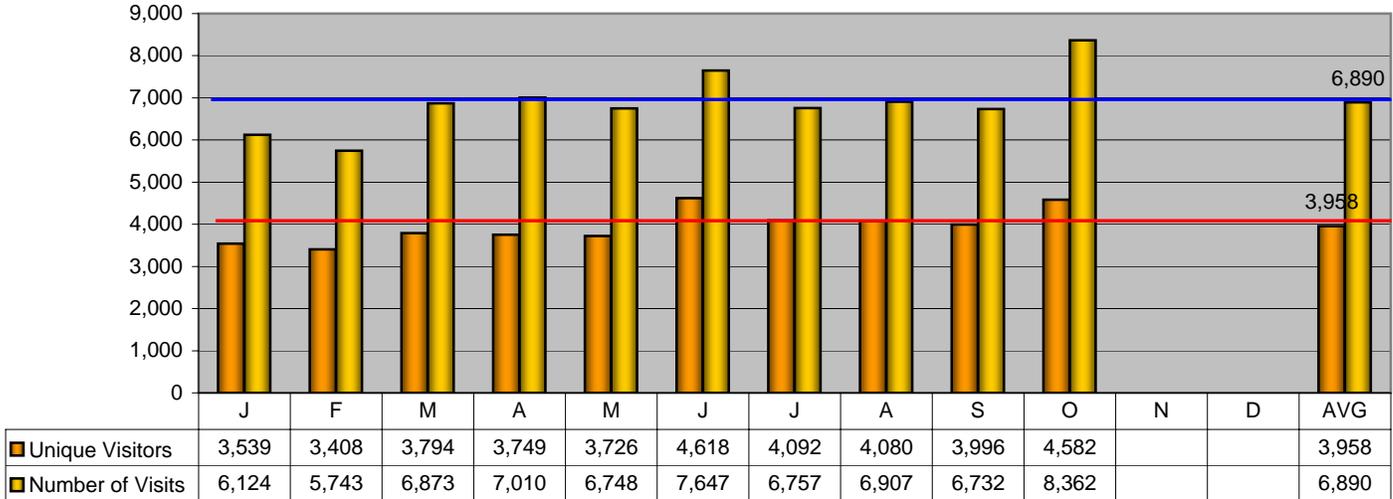
|              |               |               |
|--------------|---------------|---------------|
| Spam         | 17,843        | 29.6%         |
| Other        | 24,188        | 40.2%         |
| Legitimate   | 18,164        | 30.2%         |
| <b>Total</b> | <b>60,195</b> | <b>100.0%</b> |

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

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

# WEB PRESENCE

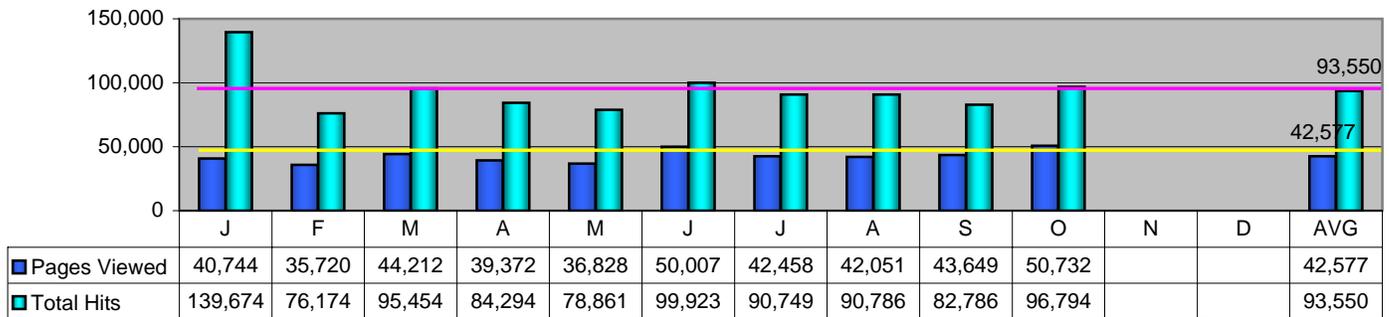
**Monthly Visitor History 2007**



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.

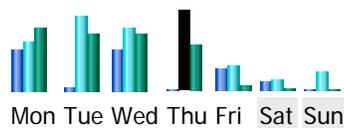
**Monthly Hits History 2007**



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**

