

**REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2017****PROJECTS / HARDWARE / SOFTWARE:**

- Troubleshoot & resolve issues at Town Hall, DPW, Ayer Fire, and Council on Aging.
- Security – Newsletter, Tips, and Training.
- Setup new employees; remove access for terminated employees.
- Set up new and replacement computers, phones, tablets, and printers.
- Set up equipment for Board & Committee meetings.

WEBSITE / SOCIAL MEDIA:

- Monitor Daily
- Added video to the Town's website as it became available
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.

OTHER:

- Cyber Security CIS Controls – Software evaluation, Hardware Identification
- Continue work on DPW Infrastructure – Wastewater, internet & hardware, wiring
- Training of DPW employees in Excel & PowerPoint
- Attended Department Head Meeting
- Begin work on 2016 Town Report
- Prepared and submitted the FY18 IT Budget
- Purchased software to archive Social Media postings
- Conversion of Exchange mail to new platform
- Evaluation of software to archive text messages

STATISTICS:

- Video: Plays on the Town's website: **551**
- Top Five Plays by Country:
 1. United States
 2. Italy
 3. Algeria
 4. Canada
 5. United Kingdom
- Most Played Video:
 1. 2016 Nashoba Valley Unlimited Basketball
 2. Board of Selectmen 1/3/2017
 3. Planning Board 1/5/2017
 4. Board of Selectmen 1/17/2017
 5. ASRHS School Committee 1/3/2017



STATISTICS (CONT.)

- Number of Facebook fans: **3,143(+18)**
- Number of Twitter followers: **826 (+22)**

- Website:
 - 1. Top Five Web Pages
 - 1. Assessor
 - 2. Police Department
 - 3. DPW
 - 4. Employment Opportunities
 - 5. Fire Department
 - 2. Number of Unique Visitors: **4,938**
 - 3. Number of page views: **20,075**
 - 4. Average Visit Duration: **2 minutes 27 seconds**
 - 5. Number of Sessions: **7,497 (Desktop: 75% Mobile: 25%)**

- Email:
 - 1. Total number sent out: **1,616**
 - 2. Total number received: **20,971**
 - 3. Total number delivered: **13,676**
 - 4. Total number not delivered due to spam, viruses, or malware **7,295- 34.8%**