**DEPARTMENT OF INFORMATION TECHNOLOGY**

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**Monthly Report**

Town of Ayer, Massachusetts
1 Main Street – Ayer, MA 01432

## REPORT FROM INFORMATION TECHNOLOGY – OCTOBER 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 and Social Media.
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.
- Troubleshoot issues with redundant backup server

**OTHER:**
- Cyber Security CIS Controls
- Wastewater Infrastructure / Internet
- Security Cameras at Water, DPW, and Transfer Station
- Various meetings: Board of Selectmen, MGISA meeting,
- Replaced old computers and printers
- Prepare for, set up, and attend Fall Town Meeting
- Economic Development Website
- Met with vendors regarding off-site backup project
- ClearGov Implementation

**STATISTICS:**
- Video: Plays on the Town's website:  *1,013*
- Top Five Plays by Country:
  1. United States
  2. Algeria
  3. Spain
  4. France
  5. Canada

- Most Played Video:
  1. Planning Board – October 11, 2017
  2. Board of Selectmen – October 17, 2017
  3. Board of Selectmen – October 3, 2017
  4. Board of Selectmen – September 5, 2017
  5. Board of Selectmen – September 19, 2017

- Facebook:   *Followers*: **3,413**   *Reach*: **20,138**
- Number of Twitter followers: **965**

- Website:
    1. Top Five Web Pages
        1. Police Department
        2. Assessor
        3. Fire Department
        4. Employment Opportunities
        5. DPW
    2. Number of page views: **23,886**
    3. Average Visit Duration: **1 minute 29 seconds**
    4. Number of Sessions: **10,079 (Desktop: 58% Mobile: 42%)**