

**REPORT FROM INFORMATION TECHNOLOGY – SEPTEMBER 2013****PROJECTS / HARDWARE / SOFTWARE:**

- Code Red: Sent out the all call test
- Town Hall Infrastructure Upgrades Procurement (switch, firewall, backup)
- Fusion Software
- Online payments for Water & Sewer – Attend user group meeting, meet with vendor
- Emergency Management Page - ongoing
- Troubleshoot issues at Town Hall, DPW, AFD
- Video for Board of Selectmen's Room
- Capital Planning Budget
- Setup web space for Plow Shop Pond weekly updates.
- Setup new computer at the Fire Station
- Public Records Request
- New Employee setup – Debra Butcher
- MUNIS ASP Project
- Business Licenses

WEBSITE / SOCIAL MEDIA:

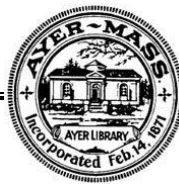
- Monitor Daily
- Added several videos
- Various Minutes, Agendas, and Calendar updates.
- Promote Code Red
- Posted Notices regarding Volunteer Opportunities, Special Election, Town Meeting, Paving on Washington Street, Town Flag contest, Water Sampling Volunteers needed, Recycle Your Reusables Day, Shepley's Hill webpage, Home Energy Audit, Job Openings, Vacancies on Rates & Fees Study, Water Main Flushing, Finance Committee Survey, and Ayer Historical Society.
- Fielded questions and inquiries

OTHER:

- Attend Board of Selectmen's Meeting
- Attend Emergency Planning Meeting
- Attend User Group Meeting for online payments
- Attend Mobility Technology Trade Show
- Attend Historical Commission Meeting
- Met with Moore Enterprises for Telephone Systems
- Attended the MGISA Quarterly Meeting

STATISTICS:

- Number of Facebook fans: 1,766



- Number of Twitter followers: *136*
- Number of recipients to General Announcements: *157*
- Number of recipients to Board of Selectmen Announcements: *79*
- Website:
 - 1. Top Five Web Pages
 - 1. Assessors *837*
 - 2. Police *584*
 - 3. Departments *516*
 - 4. Calendar *400*
 - 5. Police Logs *346*
 - 2. Number of Unique Visitors: *4,972*
 - 3. Number of page views: *17,777*
 - 4. Average Visit Duration: *2 minutes 2 seconds*
- Email:
 - 1. 67.6% of email sent to the *ayer.ma.us* domain is rejected due to spam, viruses, or malware
 - 1. Total number sent: *17,978*
 - 2. Number delivered: *5,820*
 - 3. Number not delivered due to spam, viruses, or malware: *12,158*