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

- Town Hall Infrastructure Installation
- Troubleshoot issues at Town Hall, DPW, AFD, COA
- Mondopad: received, setup, training
- MUNIS ASP Project
- Network Issues at the Fire Station
- Updating of client computers for printing, antivirus
- Prepared IT Budget
- Water & Sewer Online Payments
- IMC/Windows updates at Fire Station
- Resolved Issues with Parks Camera
- CodeRed implementation for Call Firefighters

WEBSITE / SOCIAL MEDIA:

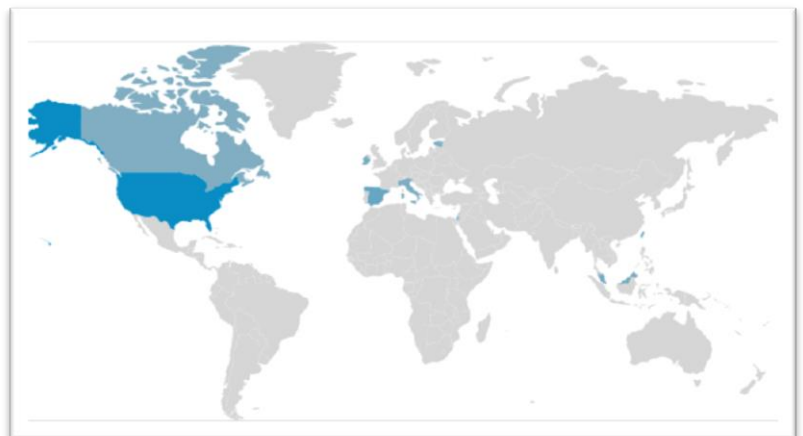
- Monitor Daily
- Add video to the Town's website as it became available
- Various Minutes, Agendas, and Calendar updates.
- Posted Notices regarding Paving, Soccer, Correction to a Public Spirit article, Veteran's Day Ceremony, Public Recycling Update, Wellness Coordinator RFP, Turkey Party, Holiday events around Town, Public Hearing.
- Fielded questions and inquiries

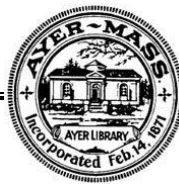
OTHER:

- Attended Finance Committee Budget Meeting

STATISTICS:

- Video:
Plays on the Town's website: 892
- Plays by Country:
United States: 880
Spain: 9
Taiwan: 1
Malaysia: 1
Ireland: 1





- Number of Facebook fans: *1,825*
- Number of Twitter followers: *153*
- Number of recipients to General Announcements: *162*
- Number of recipients to Board of Selectmen Announcements: *81*
- Website:
 - 1. Top Five Web Pages
 - 1. Fire Department Race Page *1,439*
 - 2. Assessor *901*
 - 3. Fire Department Information Page *659*
 - 4. Calendar *559*
 - 5. Departments *418*
 - 2. Number of Unique Visitors: *5,504*
 - 3. Number of page views: *19,739*
 - 4. Average Visit Duration: *2 minutes 8 seconds*
- Email:
 - 1. 44.7% of email sent to the *ayer.ma.us* domain is rejected due to spam, viruses, or malware
 - 1. Total number sent: *10,059*
 - 2. Number delivered: *5,562*
 - 3. Number not delivered due to spam, viruses, or malware: *4,497*