**DEPARTMENT OF INFORMATION TECHNOLOGY**

Cindy Knox, Systems Administrator
(978) 501-5113

**Monthly Report**

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

## REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2014

**PROJECTS / HARDWARE / SOFTWARE:**
- MUNIS ASP Project
- Town Hall Infrastructure
- Troubleshoot issues at Town Hall, DPW, AFD, COA
- IMC Updates at AFD
- Updating of client computers for printing, antivirus
- Water & Sewer Online Payments
- GIS
- Installed Computers at the Ayer Council on Aging
- Begin 2013 Annual Town Report
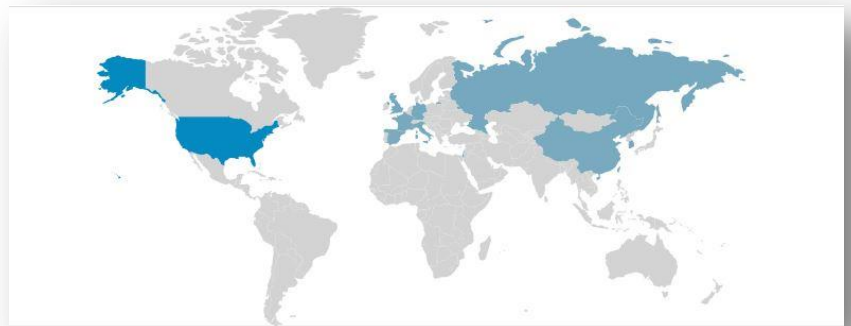
**WEBSITE / SOCIAL MEDIA:**
- Monitor Daily
- Add video to the Town's website as it became available
- Various Minutes, Agendas, and Calendar updates.
- Posted Notices regarding Cold Weather, Snow Removal, Storm Closings, Transfer Station Change of Hours, Annual Town Report, Dog Licenses, School Superintendent Search, Town Election, Volunteer Opportunities, and Relay for Life
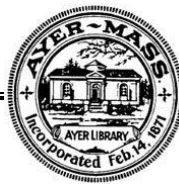- Fielded questions and inquiries

**OTHER:**
- Mondopad Training
- MUNIS Training
- Ricoh Training

**STATISTICS:**
- Video:
  Plays on the Town's website:   192
- Top Five Plays by Country:
  1. United States
  2. Germany
  3. Spain
  4. Israel
  5. Taiwan



- Number of Facebook fans:  *1,843*
- Number of Twitter followers:  *180*
- Number of recipients to General Announcements:  *168*
- Number of recipients to Board of Selectmen Announcements:  *83*

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- Website:
    1. Top Five Web Pages
        1. Assessor Home Page:  *825*
        2. Police Home Page: *516*
        3. Departments: *510*
        4. Town-Wide Calendar*: 286*
        5. Job Opportunities:  *239*
    2. Number of Unique Visitors:  *4,026*
    3. Number of page views:  *15,878*
    4. Average Visit Duration:  *2 minutes 23 seconds*
- Email:
    1. 59.7% of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
        1. Total number sent:  *14,533*
        2. Number delivered:  *5,861*
        3. Number not delivered due to spam, viruses, or malware:  *8,672*