

REPORT FROM INFORMATION TECHNOLOGY – SEPTEMBER 2014

PROJECTS / HARDWARE / SOFTWARE:

- Troubleshoot issues at Town Hall, DPW, AFD, COA
- Installation of new infrastructure & server at Fire Station
- Order servers and associated equipment for Town Hall & DPW Admin
- Select vendor for server support
- Install new MUNIS test environment on workstations
- Continue replacing XP workstations
- Resolved wifi issues at AFD
- Investigate online permitting options
- Assessors computer crashed
- Resolved issue with Mondopad video to APAC cable broadcast
- Secure email, files and computers for new and terminated Employees & Board Members
- Electronic Communication Policy Review

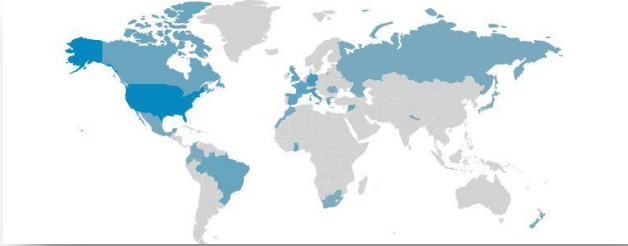
WEBSITE / SOCIAL MEDIA:

- Monitor Daily
- Added video to the Town's website as it became available
- Various Minutes, Agendas, Calendar and page updates.
- Posted Notices regarding Street Paving, First Day of School, State Primary, Nashoba Park Starry Nights Concert Series, Promote National Preparedness Month, CDBG Survey, Citizens Police Academy, Trash bags & Tags, Recycle your Reusables, Job Fair, Vacancy on Planning Board, Proposals for Cultural Council, Culvert Replacements, Surplus Property, Board of Selectmen & Office Policies, Fall Foliage Walk, Vacancy on Historical Commission, Fire Department Open House, Water Mains, Basketball Sign up, Thanksgiving Day Road Race, Shepley Hill, OpenAyer Harvest Festival

OTHER:

- Attend Board of Selectmen Meeting
- Attend Board of Health Meeting
- Attend Department Head Meeting
- Attend MGISA Meeting
- Attend Virtual Town Hall Conference
- Attend Local Emergency Planning Meeting
- Attend IT Committee Meeting

STATISTICS:

- Video:
Plays on the Town's website: **528**
 - Top Five Plays by Country:
 1. United States
 2. Italy
 3. Spain
 4. United Kingdom
 5. France
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- Number of Facebook fans: **1,958**
 - Number of Twitter followers: **251**
 - Number of email recipients to General Announcements: **181**
 - Number of email recipients to Board of Selectmen Announcements: **85**
 - Website:
 1. Top Five Web Pages
 1. Assessor
 2. Police
 3. Departments
 4. Town Wide Calendar
 5. Fire
 2. Number of Unique Visitors: **5,416**
 3. Number of page views: **20,114**
 4. Average Visit Duration: **2 minutes 12 seconds**
 - Email:
 1. **45.2%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
 1. Total number sent: **18,524**
 2. Number delivered: **10,154**
 3. Number not delivered due to spam, viruses, or malware: **8,370**