

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 2015****PROJECTS / HARDWARE / SOFTWARE:**

- Troubleshoot & resolve issues at Town Hall, DPW, AFD, COA
- On-Line Permitting
I am working with the State's Information Technology Director and a group of other towns to evaluate and possibly procure an online permitting system that will fit the needs both small towns and large cities. This may result in reduced costs for implementing a system in Ayer. This month, the MassIT Office facilitated webinars with twelve vendors who demonstrated their products and services. The next step is to attend an onsite demo in Chicopee on April 16 with four of the vendors (ViewPoint, Full Circle, Accela, and Citizenserve) who the group agreed were worthy of a second look.
- Website Redesign - *The IT Committee will be making a recommendation for the redesign of the Town's website.*
- Configured, connected, and brought the weather station at the Fire Station online
- 2014 Annual Town Report
- Documentation & Inventory of equipment at FD
- Procured and installed new ADA listening device at Town Hall
- Setup new employee Jacquie Guthrie

WEBSITE / SOCIAL MEDIA:

- Monitor Daily
- Added video to the Town's website as it became available
- Various minutes, agendas, calendar, and page updates
- Setup equipment for Board & Committee meetings
- Posted Notices as General Announcements on the website, Facebook, Twitter, and APAC as needed.

OTHER:

- Webinars to evaluate online permitting vendors
- Department Head Meeting
- Energy Committee Meeting
- IT Committee Meeting
- Emergency Management & Red Cross Meeting
- Met with Light Tower to discuss fiber needs in Ayer

STATISTICS:

- Video:
Plays on the Town's website: **272**
- Top Five Plays by Country:
 1. United States
 2. Algeria
 3. United Kingdom
 4. Italy
 5. France



- Number of Facebook fans: **2,096**
- Number of Twitter followers: **328**
- Number of email recipients to General Announcements: **210**
- Number of email recipients to Board of Selectmen Announcements: **100**

- Website:
 1. Top Five Web Pages
 1. Assessor
 2. Police
 3. Departments
 4. Jobs
 5. Parks & Recreation
 2. Number of Unique Visitors: **5,580**
 3. Number of page views: **20,844**
 4. Average Visit Duration: **2 minutes 21 seconds**

- Email:
 1. **42.2%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
 1. Total number sent: **21,508**
 2. Number delivered: **12,440**
 3. Number not delivered due to spam, viruses, or malware: **9,098**