DEPARTMENT OF INFORMATION TECHNOLOGY

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Monthly Report

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

REPORT FROM INFORMATION TECHNOLOGY – OCTOBER 2015

PROJECTS / HARDWARE / SOFTWARE:
- Troubleshoot & resolve issues at Town Hall, DPW, AFD, and COA
- On-Line Permitting – Vendor Selection of SeamlessDocs
- Website Upgrade
- Setup new employees
- Setup new computers
- Exit process for terminated employee
- Water Dept. – Completed Infrastructure Upgrades
- Offsite Backups at Town Hall & DPW – Completed
- CAMA Hardware evaluation
- Install new anti-virus software on all Town Hall Computers – Completed
- Post job openings

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 to General Announcements on the website, Facebook, Twitter, and APAC as needed.

OTHER:
- Attended the Middlesex & Essex Regional IT Conference
- Attended Board of Selectmen & Department Head Meetings
- Prepare for and attend Town Meeting
- Attended Cyber Security Awareness event at the State House
- Joined MS-ISAC: *Multi-State Information Sharing & Analysis Center*. This group is the focal point for cyber threat prevention, protection, response and recovery for state & local governments.

STATISTICS:
- Video:
  Plays on the Town's website: ***800***
- Top Five Plays by Country:
  1. United States
  2. Italy
  3. United Kingdom
  4. Spain
  5. Argentina

STATISTICS *CONT…*

- Most Played Video:
  1. Board of Selectmen 8/26/2015
  2. Board of Selectmen 10/20/20/15
  3. Board of Selectmen 10/6/2015
  4. ASRHS Ribbon Cutting Ceremony
  5. ASRHS Football vs. Lunenburg

- Number of Facebook fans: *2,317*
- Number of Twitter followers: *499*
- Number of email recipients to General Announcements: *220*
- Number of email recipients to Board of Selectmen Announcements: *102*

- Website:
  1. Top Five Web Pages
     1. Assessor
     2. Police
     3. Town-Wide Calendar
     4. Building
     5. Board of Selectmen Agendas

  2. Number of Unique Visitors: *6,347*
  3. Number of page views: *21,513*
  4. Average Visit Duration: *2 minutes 16 seconds*

- Email:
  1. **55.8%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
     1. Total number sent: *27,352*
     2. Number delivered: *12,097*
     3. Number not delivered due to spam, viruses, or malware: *15,255*