REPORT FROM INFORMATION TECHNOLOGY – APRIL 2016

PROJECTS / HARDWARE / SOFTWARE:

- Troubleshoot & resolve issues at Town Hall, DPW, Ayer Fire, and Council on Aging
- Security – Newsletter, Tips, and Training. Started mandatory Cyber Security Video Training.
- Setup new employees; remove access for terminated employees
- Set up new and replacement computers, phones, and printers.
- Set up equipment for Board & Committee meetings.
- Continuing evaluation of vendors for digitizing documents
- Upgrade of Water & Sewer billing software
- Upgrade of Neptune software
- Upgrade of GIS software
- Prepared and submitted the 2015 Annual Town Report to the printer
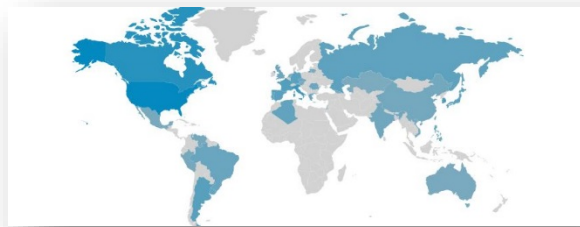
WEBSITE / SOCIAL MEDIA:

- Monitor Daily
- Added video to the Town's website as it became available
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.

OTHER:

- Security Awareness Training for all employees
- Finalized the WISP
- Met with Digital Imaging vendor Maverick
- Attended Board of Selectmen Meetings, Department Head Meeting, and Weekly Security Meetings with the Town Administrator.
- Attended COMBuys Trade Show & Cyber Security: "Are you doing enough?" workshop
- MIIA Social Media Conference – Social Media at your Workplace
- Setup email list for DPW Construction Updates
- Town Election – website, social media, website updates

STATISTICS:

- Video:
  Plays on the Town's website: *808*
- Top Five Plays by Country:
  1. United States
  2. Canada
  3. Italy
  4. South Korea
  5. France

- Most Played Video:
    1. A Plan for Ayer – Master Plan Video
    2. Board of Selectmen – April 5, 2016
    3. School Committee – April 5, 2016
    4. Board of Selectmen – April 19, 2016
    5. Board of Selectmen – April 7, 201**5**

- Number of Facebook fans: ***2,764***
- Number of Twitter followers: ***639***

- Website:
    1. Top Five Web Pages
        1. Sandy Pond Parking Changes
        2. Departments
        3. Assessor
        4. Police
        5. Elections – Voting – Town Meeting

    2. Number of Unique Visitors: ***6,687***
    3. Number of page views: ***24,671***
    4. Average Visit Duration: ***2 minutes 16 seconds***

- Email:
    1. **51.8%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
        1. Total number sent: ***24,587***
        2. Number delivered: ***11,859***
        3. Number not delivered due to spam, viruses, or malware: ***12,728***