

**REPORT FROM INFORMATION TECHNOLOGY – MAY 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, iPads, and printers.
- Set up equipment for Board & Committee meetings.
- GIS project
- Transition to new Security Awareness Video Training
- AmbuPro Upgrade server, clients, tablets
- Prepare for and attend Town Meeting
- Prepare for and attend Master Plan Public Meeting
- Permitting – evaluation of permits made by vendor
- Distributed the WISP to all employees for signatures

WEBSITE / SOCIAL MEDIA:

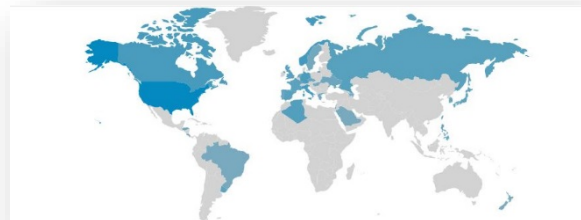
- Monitor Daily
- Added video to the Town's website as it became available
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.

OTHER:

- Security Awareness Training for all employees
- Attended Town Meeting, Board of Selectmen Meetings, Finance Committee Meeting, Master Plan Public Meeting, Lyme's Disease Forum, Department Head Meeting, and Weekly Security Meetings with the Town Administrator.

STATISTICS:

- Video: Plays on the Town's website: **568**
- Top Five Plays by Country:
 1. United States
 2. Italy
 3. Algeria
 4. Canada
 5. United Kingdom

**STATISTICS CONT...**

- Most Played Video:
 1. Finance Committee May 4
 2. Board of Selectmen May 3
 3. Finance Committee April 20
 4. Lyme's Disease Forum May 4
 5. Board of Selectmen May 17

- Number of Facebook fans: **2,847 (+83)**
- Number of Twitter followers: **704 (+65)**
- Website:
 1. Top Five Web Pages
 1. Assessor
 2. Police
 3. Transfer Station
 4. DPW
 5. About Ayer
 2. Number of Unique Visitors: **5,408**
 3. Number of page views: **20,968**
 4. Average Visit Duration: **2 minutes 29 seconds**
 5. Number of Sessions: **8,086 (Desktop 65%, Mobile 28.8%, Tablet 6.2%)**
- Email:
 1. **60.6%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
 1. Total number sent: **30,523**
 2. Number delivered: **12,041**
 3. Number not delivered due to spam, viruses, or malware: **18,482**