REPORT FROM INFORMATION TECHNOLOGY – AUGUST 2016

PROJECTS / HARDWARE / SOFTWARE:
- Troubleshoot & resolve issues at Town Hall, DPW, Ayer Fire, and Council on Aging.
- Security – Newsletter, Tips, and Training.
- Setup new employees; remove access for terminated employees.
- Set up new and replacement computers, phones, tablets, and printers.
- Set up equipment for Board & Committee meetings.
- Implementation of Online Building Permits
- Upgraded internet at the Council on Aging from DSL to Cable
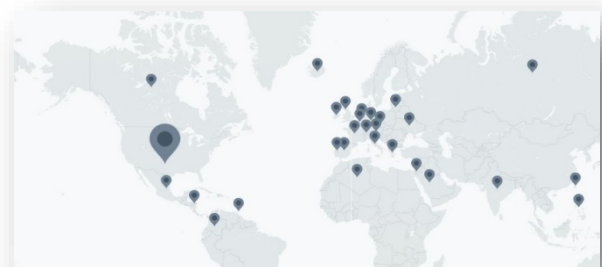
WEBSITE / SOCIAL MEDIA:
- Monitor Daily
- Added video to the Town's website as it became available
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.
- Promoted Board & Committee Vacancies

OTHER:
- Attended USSS/FBI Overview of Ransomware seminar
- Meeting with Unibank regarding on-line payments and credit card payments
- Attended Department Head Meeting
- Attended Board of Selectmen's Meeting
- Provided Training in Outlook for employees

STATISTICS:
- Video: Plays on the Town's website: *482*
- Top Five Plays by Country:
    1. United States
    2. Italy
    3. Germany
    4. Iceland
    5. Spain

- Most Played Video:
    1. Board of Selectmen 8/16/2016
    2. ASRHS Induction Ceremony 10/24/2015
    3. Planning Board 8/4/2016
    4. Board of Selectmen 9/15/2015
    5. Board of Health 8/8/2016

- Number of Facebook fans: *3,005 (+37)*
- Number of Twitter followers: *745 (+31)*

- Website:
    1. Top Five Web Pages
        1. Police
        2. Assessor
        3. DPW
        4. Sandy Pond Beach
        5. Employment Opportunities

    2. Number of Unique Visitors: *6,979*
    3. Number of page views: *26,658*
    4. Average Visit Duration: *2 minutes 29 seconds*
    5. Number of Sessions: *10,430 (Desktop 58.2%, Mobile 36.4%, Tablet 5.4%)*

- Email:
    1. **45.5%** of email sent to the ayer.ma.us domain was rejected due to spam, viruses, or malware
        1. Total number sent: *23,360*
        2. Number delivered: *12,724*
        3. Number not delivered due to spam, viruses, or malware: *10,636*