

**REPORT FROM INFORMATION TECHNOLOGY – NOVEMBER 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.

**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:**

- Employee ID badge project
- Begin Implementation of Cyber Security CIS Controls
- DPW Infrastructure - Wastewater
- Selection of new Assessing Software
- Upgrade email at PD
- Hosted SeamlessDocs vendor meeting
- Attend Local Emergency Planning Meeting
- Attended Business Writing Class
- Attended Safety & Risk Management Meeting
- Attended Department Head Meeting

**STATISTICS:**

- Video: Plays on the Town's website: **418**
- Top Five Plays by Country:
  1. United States
  2. Algeria
  3. Uruguay
  4. Italy
  5. Spain
- Most Played Video:
  1. Choral Collage Concert 11/1/2016
  2. Veterans Day Ceremony
  3. Board of Selectmen 11/1/2016
  4. Board of Selectmen 11/15/2016



5. Zoning Board of Appeals 11/16/2016

- Number of Facebook fans: **3,095(+34)**
- Number of Twitter followers: **795 (+21)**
  
- Website:
  - 1. Top Five Web Pages
    - 1. Election & Town Meeting Information
    - 2. Police Department
    - 3. Assessor
    - 4. Employment Opportunities
    - 5. Fire Department
  
  - 2. Number of Unique Visitors: **6,447**
  - 3. Number of page views: **23,141**
  - 4. Average Visit Duration: **2 minutes 5 seconds**
  - 5. Number of Sessions: **9,538 (Desktop 58.7 %, Mobile 35.9%, Tablet 5.4%)**
  
- Email:
  - 1. Total number sent out: **1,352**
  - 2. Total number received: **28,005**
  - 3. Total number delivered: **15,288**
  - 4. Total number not delivered due to spam, viruses, or malware **15,288 - 54.4%**