

**REPORT FROM INFORMATION TECHNOLOGY – FEBRUARY 2017****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:

- Attend various meetings
- Cyber Security CIS Controls – Software evaluation, Hardware Identification, research software for hardware/software/server documentation
- Continue work on DPW Infrastructure – Wastewater: Install hardware, complete wiring
- 2016 Town Report
- Vendor selection for text message archiving
- Evaluate software for open government records

STATISTICS:

- Video: Plays on the Town's website: **493**
- Top Five Plays by Country:
 1. United States
 2. Spain
 3. Uruguay
 4. Greece
 5. Italy
- Most Played Video:
 1. Board of Selectmen – February 7, 2017
 2. Board of Selectmen – September 15, 2016
 3. Board of Selectmen – January 3, 2017
 4. Board of Selectmen & Finance Committee – February 13, 2017
 5. Ayer Shirley Regional High School Basketball – January 25, 2017
- Number of Facebook users: **3,177(+29)**
- Number of Twitter followers: **834 (+14)**



STATISTICS (CONT.)

- Website:
 1. Top Five Web Pages
 1. Assessor
 2. Police Department
 3. DPW
 4. Fire Department
 5. Employment Opportunities
 2. Number of Unique Visitors: **4,556**
 3. Number of page views: **17,707**
 4. Average Visit Duration: **2 minutes 21 seconds**
 5. Number of Sessions: **5,697 (Desktop: 64% Mobile: 36%)**

- Email:
 1. Total number sent out: **1,187**
 2. Total number received: **17,718**
 3. Total number delivered: **12,039**
 4. Total number not delivered due to spam, viruses, or malware **5,679- 32.1%**