

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 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.
- Coordinate install of cable at Town Hall

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:

- Evaluated Transparency software – ClearGov
- Attended Imaging Technology Showcase
- Attended MIIA Conference – Managing Today's Security Threats as a Municipality
- Resolved hardware issues with the redundant backup server
- Changed Security Awareness training vendor to Knowbe4
- Virtual Towns & Schools – Economic Development Website
- Cyber Security CIS Controls – Software evaluation, Hardware Identification, research software for hardware/software/server documentation
- Continue work on DPW Infrastructure – Wastewater: All PCs are installed
- Disposed of obsolete equipment
- 2016 Town Report

STATISTICS:

- Video: Plays on the Town's website: **729**
- Top Five Plays by Country:
 1. United States
 2. Canada
 3. Germany
 4. Spain
 5. Italy
- Most Played Video:
 1. Zoning Board of Appeals - March 15, 2017
 2. Board of Health Public Hearing – March 14, 2017
 3. Board of Selectmen – March 7, 2017
 4. Board of Selectmen – January 3, 2017
 5. Board of Selectmen – February 21, 2017



STATISTICS: (CONT)

- Number of Facebook users: **3,182(+15)**
- Number of Twitter followers: **864 (+20)**

- Website:
 1. Top Five Web Pages
 1. Assessor
 2. Police Department
 3. Fire Department
 4. DPW
 5. Employment Opportunities
 2. Number of Unique Visitors: **5,530**
 3. Number of page views: **22,092**
 4. Average Visit Duration: **2 minutes 35 seconds**
 5. Number of Sessions: **8,465 (Desktop: 70% Mobile: 30%)**

- Email:
 1. Total number sent out: **1,777**
 2. Total number received: **23,955**
 3. Total number delivered: **15,032**
 4. Total number not delivered due to spam, viruses, or malware **8,923- 37.2%**