

**REPORT FROM INFORMATION TECHNOLOGY – APRIL 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 recording light in BoS Room

**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:**

- Configured and Go Live with new security awareness campaign
- Virtual Towns & Schools – Economic Development Website
- Cyber Security CIS Controls
- Continue work on DPW Infrastructure – Wastewater
- Organize Sr. Workoff for OSRP
- 2016 Town Report to printer
- ClearGov onsite demo
- Setup Facebook page for Friends of the Dog Park
- Attended the MGISA meeting
- Attended MassBuys trade show
- Various meetings

**STATISTICS:**

- Video: Plays on the Town's website: **354**
- Top Five Plays by Country:
  1. United States
  2. Canada
  3. Italy
  4. Algeria
  5. Spain
- Most Played Video:
  1. Board of Selectmen – April 7, 2017
  2. Board of Selectmen – September 15, 2015
  3. Board of Selectmen – January 3, 2017
  4. Board of Selectmen – March 23, 2017
  5. Zoning Board of Appeals – March 15, 2017



## STATISTICS: (CONT)

- Number of Facebook users: **3,190(+8)**
- Number of Twitter followers: **883 (+19)**
  
- Website:
  1. Top Five Web Pages
    1. Assessor
    2. Employment Opportunities
    3. Ballot Questions
    4. Police Department
    5. Transfer Station
  2. Number of Unique Visitors: **6,479**
  3. Number of page views: **24,653**
  4. Average Visit Duration: **2 minutes 55 seconds**
  5. Number of Sessions: **9,670 (Desktop: 58% Mobile: 42%)**
  
- Email:
  1. Total number sent out: **1,813**
  2. Total number received: **27,074**
  3. Total number delivered: **14,505**
  4. Total number not delivered due to spam, viruses, or malware **12,569- 46.4%**