## REPORT FROM INFORMATION TECHNOLOGY – MAY 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:**
- Cyber Security CIS Controls
- Upgraded the email portal
- Setup for and attend Town Meeting
- Continue work on DPW Infrastructure – Wastewater
- ClearGov Kickoff Meeting
- Various meetings

**STATISTICS:**
- Video: Plays on the Town's website: **658**
- Top Five Plays by Country:
  1. United States
  2. Canada
  3. Uruguay
  4. Italy
  5. Algeria



- Most Played Video:
  1. Board of Selectmen – January 3, 2017
  2. Dog Park Meet & Greet – May 7, 2017
  3. ASRSD Spring Play
  4. Board of Selectmen – September 15, 2015
  5. Board of Selectmen – May 3, 2017

- Number of Facebook followers: **3,162**
- Total Facebook Page Likes: **3,271**
- Number of Twitter followers: **909**

- Website:
    1. Top Five Web Pages
        1. Assessor
        2. Police Department
        3. Fire Department
        4. Transfer Station
        5. DPW
    2. Number of page views:  *22,641*
    3. Average Visit Duration:  *2 minutes 34 seconds*
    4. Number of Sessions: *8,948(Desktop: 63% Mobile: 37%)*


- Email:
    1. Total number sent out:  *1,572*
    2. Total number received: *21,728*
    3. Total number delivered: *14,105*
    4. Total number not delivered due to spam, viruses, or malware *7,479- 34.4%*