

**REPORT FROM INFORMATION TECHNOLOGY – AUGUST 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.
- Troubleshoot weak wifi signal at Town Hall
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**WEBSITE / SOCIAL MEDIA:**

- Monitor Daily
- Added video to the Town's website and Social Media.
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.
- Troubleshoot issues with redundant backup server – needs replacing

**OTHER:**

- Cyber Security CIS Controls
- Wastewater Infrastructure / Internet
- Various meetings
- Replaced old computers and printers
- Cyber Security CIS Controls: Installed Labtech monitoring software on all computers
- Installed large format Plotter / Scanner, trained users
- Begin reconfiguration of Building Department Database
- Training of users in security and Microsoft Office Applications
- Installed, Configured, and go live with website bid module

**STATISTICS:**

- Video: Plays on the Town's website: **697**
- Top Five Plays by Country:
  1. United States
  2. France
  3. Italy
  4. Algeria
  5. Uruguay
- Most Played Video:
  1. Board of Selectmen – August 15, 2017
  2. Board of Selectmen – January 3, 2017
  3. Zoning Board of Appeals – July 19, 2017
  4. Board of Selectmen – September 1, 2017
  5. School Committee – June 21, 2017



- Number of Facebook followers: **3,221**
- Total Facebook Page Likes: **3,346**
- Number of Twitter followers: **950**

#### STATISTICS: (CONT)

- Website:
  1. Top Five Web Pages
    1. Assessor
    2. Police Department
    3. Parks – Sandy Pond
    4. Fire Department
    5. Transfer Station
  2. Number of page views: **20,137**
  3. Average Visit Duration: **2 minute 51 seconds**
  4. Number of Sessions: **8,019 (Desktop: 64.2% Mobile: 35.8%)**