

**REPORT FROM INFORMATION TECHNOLOGY – SEPTEMBER 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 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

**OTHER:**

- Cyber Security CIS Controls
- Wastewater Infrastructure / Internet
- Various meetings
- Replaced old computers and printers
- Install new Building Database
- Attended Massachusetts Digital Government Summit
- Attended Municipal Officials Conference
- IT Committee Meeting
- Prepare for, set up, and attend Special Town Meeting
- Applied for Community Compact Best Practices Grant – Redundant Backups
- Training of users in Windows Files & Folders

**STATISTICS:**

- Video: Plays on the Town's website: **442**
- Top Five Plays by Country:
  1. United States
  2. France
  3. Italy
  4. Algeria
  5. United Kingdom
- Most Played Video:
  1. Board of Selectmen – September 5, 2017
  2. American Superconductor STAA Public Information Forum Video - September 14, 2017
  3. Board of Selectmen – August 15, 2017
  4. Conservation Commission – August 31, 2017
  5. Zoning Board of Appeals – September 20, 2017



- Number of Facebook followers: **3,252**
- Total Facebook Page Likes: **3,366**
- Number of Twitter followers: **965**

#### STATISTICS: (CONT)

- Website:
  1. Top Five Web Pages
    1. Police Logs
    2. Assessor
    3. West Nile Virus Announcement
    4. Fire Department
    5. Special Town Meeting Announcement
  2. Number of page views: **20,673**
  3. Average Visit Duration: **2 minutes 12 seconds**
  4. Number of Sessions: **8,704 (Desktop: 58.4% Mobile: 41.6%)**