

**REPORT FROM INFORMATION TECHNOLOGY – NOVEMBER 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.
- Dispose of old equipment
- 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.
- Promote local events

**OTHER:**

- Cyber Security CIS Controls
- Wastewater Infrastructure / Internet
- Various meetings, BOS, IT Committee, Dept. Head,
- Begin digitizing old DVDs
- Resolved network issues at DPW and backup server
- Rewired Council on Aging Ethernet and electrical
- HVAC remote access
- Economic Development Website
- Prepared and submitted FY19 Capital Budget

**STATISTICS:**

- Video: Plays on the Town's website: **973**
- Top Five Plays by Country:
  1. United States
  2. France
  3. United Kingdom
  4. Italy
  5. Uruguay
- Most Played Video:
  1. Board of Selectmen - October 17, 2017
  2. Board of Selectmen - September 5, 2017
  3. Zoning Board of Appeals – November 15, 2017
  4. Board of Selectmen - November 21, 2017
  5. ASRHS Play "Almost Maine"



- Facebook: *Followers: 3,442 Reach: 14,684*
- Number of Twitter followers: **997**
- Website:
  1. Top Five Web Pages
    1. Ayer Fire Department Thanksgiving Day Road Race
    2. Assessors
    3. Police
    4. Transfer Station
    5. DPW
  2. Number of page views: **22,565**
  3. Average Visit Duration: **1 minute 32 seconds**
  4. Number of Sessions: **9,642 (Desktop: 58% Mobile: 42%)**