

**REPORT FROM INFORMATION TECHNOLOGY – DECEMBER 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,
- Continue with digitizing old video
- Economic Development Website
- Prepared and submitted FY19 Operating Budget
- Streetlights
- Annual WISP Review
- Setup new Security Awareness Campaign for 2018

**STATISTICS:**

- Video: Plays on the Town's website: **495**
- Top Five Plays by Country:
  1. United States
  2. Algeria
  3. Germany
  4. Canada
  5. Italy
- Most Played Video:
  1. Board of Selectmen – April 7, 2015
  2. Board of Selectmen – October 17, 2017
  3. Zoning Board of Appeals – September 5, 2017
  4. Food Waste Composting – December 2017
  5. Board of Selectmen – December 6, 2017



- Facebook: *Followers: 3,463 Reach: 8,573*
- Number of Twitter followers: **1,011**
- Website:
  1. Top Five Web Pages
    1. Assessor
    2. Transfer Station
    3. Police Department
    4. DPW
    5. Fire
  2. Number of page views: **16,272**
  3. Average Visit Duration: **2 minutes 20 seconds**
  4. Number of Sessions: **6,600 (Desktop: 61.4% Mobile: 38.6%)**