REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2018

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, Department Head
- Continue with digitizing old video
- Economic Development Website went live
- Streetlights
- Annual WISP Review
- Met with UniBank regarding taking credit cards at Town Hall, DPW, and Building Dept.
- Received Community Compact Grant for $7,500 to develop an offsite backup strategy.

STATISTICS:
- Video: Plays on the Town's website: **623**
- Top Five Plays by Country:
  1. United States
  2. France
  3. United Kingdom
  4. Germany
  5. Greece

- Most Played Video:
  1. Board of Selectmen – November 21, 2017
  2. Board of Selectmen – October 17, 2017
  3. Board of Selectmen – April 7, 2017
  4. Board of Selectmen – January 9, 2018
  5. Zoning Board of Appeals – January 17, 201

- Facebook: *Followers*: **3,500**   *Reach*: **14, 054**
- Number of Twitter followers: **1,029**

- Website:
    1. Top Five Web Pages
        1. Police Department
        2. Assessor
        3. Online Payments
        4. Employment Opportunities
        5. DPW
    2. Number of page views: **22,874**
    3. Average Visit Duration: **2 minutes 41 seconds**
    4. Number of Sessions: **8,745 (Desktop: 65.2% Mobile: 34.8%)**