

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 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.
- Problem with DPW Server
- Recovered from two hard drive failures
- Assessor's Department move

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
- Various meetings, BOS, IT Committee, Department Head
- Continue with digitizing old video
- Special Town Meeting
- 2017 Annual Town Report
- Attended the MGISA meeting
- Zoning Bylaw Updates
- AmbuPro Upgrade

STATISTICS:

- Video: Plays on the Town's website: **884**
- Top Five Plays by Country:
 1. United States
 2. Italy
 3. France
 4. Croatia
 5. Canada
- Most Played Video:
 1. Town Meeting March 19, 2018
 2. Board of Selectmen – February 20, 2018
 3. Board of Selectmen – March 20, 2018



4. Board of Selectmen – November 21, 2017
5. Board of Selectmen – April 7, 2015

- 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%)**