DEPARTMENT OF INFORMATION TECHNOLOGY

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Town of Ayer, Massachusetts 1 Main Street – Ayer, MA 01432

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:

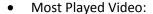
- Monitor Daily
- Added video to the Town's website and Social Media.
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.
- Promote local events

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



- 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%)