

**REPORT FROM INFORMATION TECHNOLOGY – APRIL 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.
- Recovery of two failed hard drives
- Replaced the lab system at the Wastewater plant.
- Resolved Network issues at Town Hall

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, DPW Weekly Meeting, Town Administrator Weekly Meeting
- Continue with digitizing old video
- Annual Election
- 2017 Annual Town Report – finalize and send to printer
- DPW Administration Move
- DPW online payments move from MCC to Unibank
- Attended MIIA Spring Conference – Cyber Security
- Attended Tyler Technologies Conference. We use Tyler Technologies MUNIS software for all of our financial systems. Conference included information on MUNIS and security, both within the application and security in general.
- Continue with digitizing documents

STATISTICS:

- Video: Plays on the Town's website: **698**

- Top Five Plays by Country:

1. United States
2. Italy
3. France
4. Croatia
5. Canada



- Most Played Video:

1. APAC 20 Minutes
2. Board of Selectmen – November 21, 2017
3. Board of Selectmen – March 3, 2018
4. Board of Selectmen – October 17, 2017
5. Board of Selectmen – April 7, 2015

- Facebook: *Followers: 3,468 Reach: 11,280*

- Number of Twitter followers: **1,083**

- Website:

1. Top Five Web Pages

1. Police Department
2. Online Payments
3. Fire Department
4. Assessor
5. Employment Opportunities

2. Number of page views: **27,011**

3. Average Visit Duration: **2 minutes 22 seconds**

4. Number of Sessions: **10,760 (Desktop: 60.4% Mobile: 39.6%)**