DEPARTMENT OF INFORMATION TECHNOLOGY

Monthly Report

Cindy Knox, Information Technology Director
(978) 772-8252

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

REPORT FROM INFORMATION TECHNOLOGY – MAY 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.
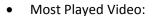
WEBSITE / SOCIAL MEDIA:

- 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.
- Social Media campaign for Town Meeting
- Promote local events

OTHER:

- Cyber Security CIS Controls
- Various meetings, DPW Weekly Meeting, Town Administrator Weekly Meeting, Local Emergency Planning Committee Meeting, Library meeting
- Attended MassBUYS expo
- Continue with digitizing documents
- DPW Move into new building
- Resolved several MUNIS issues
- Resolved Network issue at Water Dept.

STATISTICS:

- Video: Plays on the Town's website: **740**
- Top Five Plays by Country:
  1. United States
  2. Italy
  3. Algeria
  4. United Kingdom
  5. France

- Most Played Video:
  1. APAC 20 Minutes
  2. Board of Selectmen – May 17, 2018
  3. Board of Selectmen – May 1, 2018
  4. ASRSD School Committee – May 1, 2018
  5. Board of Selectmen – November 21, 2017

- Facebook: *Followers*: **3,496**
- Number of Twitter followers: **1,099**

- Website:
    1. Top Five Web Pages
        1. Police Department
        2. Assessor
        3. Sandy Pond
        4. Employment Opportunities
        5. Fire Department
    2. Number of page views: **28,739**
    3. Average Visit Duration: **2 minutes 26 seconds**
    4. Number of Sessions: **11,853 (Desktop: 55.1% Mobile: 44.9%)**