REPORT FROM INFORMATION TECHNOLOGY – AUGUST 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.
- Troubleshoot issues involving technology
- Cyber Security CIS Controls
- Various meetings
- Recovered from a bad hard drive at the DPW
- Door Locking Mechanism Capital project with the Facilities Director
- Begin Wiring of Town Hall Capital project
- Begin looking into cost of Office365
- Continue work with MAPC and SeamlessDocs to install DPW permits
- Installed Electronic Bulletin Board at the DPW Administration Office
- Replaced the Comcast modem at the Fire Station
- Vadar Upgrade
- Continue with digitizing documents – Pan Am Documents
- Resolved a rather tricky issue with our domain name ayer.ma.us which was established in 2003

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

STATISTICS:
- Video: Plays on the Town's website: *754*
- Top Five Plays by Country:
  1. United States
  2. Canada
  3. Uruguay
  4. France
  5. Ireland

- Most Played Video:
  1. School Committee – August 8, 2018
  2. Board of Selectmen – July 17, 2018
  3. Board of Selectmen – August 18, 2018
  4. APAC 20 Minutes, May edition
  5. Board of Selectmen – October 14, 2014

- Facebook followers **3,664**

- Number of Twitter followers: **1,126**

- Website:
    1. Top Five Web Pages
        1. Assessor
        2. Police Department
        3. Fire Department
        4. Sandy Pond Beach
        5. Employment Opportunities

    2. Number of page views: **24,418**

    3. Average Visit Duration: **1 minute 51 seconds**

    4. Demographics:
       Number of Sessions: **11,314 (Desktop: 63.4% Mobile: 36.6%)**
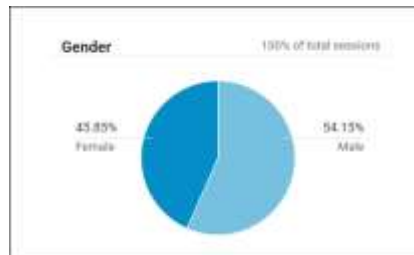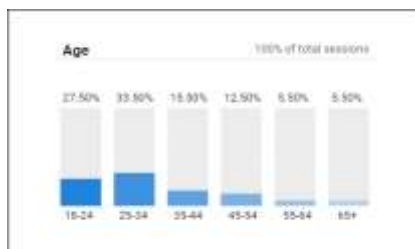
    5. Employee Cyber Security Training Benchmarks: *How susceptible our users are to phishing attacks.* Our Employee Cyber-Security training program is working. At the start of training in 2017, our Phish prone percent was 35.2; higher than normal.   I am happy to report that it currently stands well below the government average.