REPORT FROM INFORMATION TECHNOLOGY – SEPTEMBER 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.
- Cyber Security CIS Controls
- Community Compact Grant – look at hardwiring WW plant for internet.
- Various meetings
- Attended the Massachusetts Digital Government Summit
- Door Locking Mechanism Capital project with the Facilities Director
- Continue with digitizing documents
- IT Committee Meeting
- Look into Mobile Data Management for mobile devices
- Work with the Facilities Director for Fire Station sign capital project
- Look into Amazon Cloud Services for Board & Committee Members

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. Uruguay
    3. Italy
    4. Canada
    5. France

- Most Played Video:
    1. Board of Selectmen Meeting – September 11, 2018
    2. High School Fields Project "Keeping You Informed"
    3. Athletic Fields Project Forum – September 20, 2018
    4. Hidden Treasures 2018
    5. School Committee – September 4, 2018

- Facebook followers **3,715**

- Number of Twitter followers: **1,148**

- Website:
  1. Top Five Web Pages
     1. Assessor
     2. Police Department
     3. Fire Department
     4. Online Payments
     5. Employment Opportunities

  2. Number of page views: **23,501**

  3. Average Visit Duration: **2 minutes 28 seconds**

  4. Number of Sessions: **9,909 (Desktop: 56.7% Mobile: 43.3%)**

  5. Employee Cyber Security Training Benchmarks: *How susceptible our users are to phishing attacks.* We are still well ahead of the norm; our Cyber Security Training Program is working.