REPORT FROM INFORMATION TECHNOLOGY – OCTOBER 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
- Various meetings
- Door Locking Mechanism Capital project with the Facilities Director
- Continue with digitizing documents
- IT Committee Meeting
- Order Mobile Data Management software for mobile devices
- Work with the Facilities Director for Fire Station sign capital project
- Install FitTest software at FD
- Prepare for, setup, and attend Town Meeting
- Draft Policy for Electronic Sign
- Capital Budget

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
- Social Media Campaigns for Town Meeting and Early Voting

STATISTICS:
- Video: Plays on the Town's website: *1,158*
- Top Five Plays by Country:
  1. United States
  2. France Uruguay
  3. Italy
  4. Uruguay
  5. Canada

- Most Played Video:
  1. Board of Selectmen Meeting – October 2, 2018
  2. Board of Selectmen Meeting – October 16, 2018
  3. School Committee Meeting – October 2, 2018
  4. 20 Minutes Plus – Meet the Candidate Lori Trahan
  5. 20 Minutes Plus – Meet the Candidate Rick Greene

> *tied with*
>
> 5. Town Meeting – October 22, 2018

- Facebook followers **3,795**

- Number of Twitter followers: **1,154**

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

    2. Number of page views: **27,253**

    3. Average Visit Duration: **2 minutes 33 seconds**

    4. Number of Sessions: **11,388 (Desktop: 55.3% Mobile: 44.7%)**

    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.