



REPORT FROM INFORMATION TECHNOLOGY – NOVEMBER 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
- Door Locking Mechanism Capital project with the Facilities Director
- Continue with digitizing documents
- Mobile Data Management software for mobile devices
- Work with the Facilities Director for Fire Station sign capital project
- Draft Policy for Electronic Sign
- Meetings: Library, Department Head, Local Emergency Planning, Tree Lighting, Weekly Town Manager Meeting
- Upgraded Comcast bandwidth at the Fire Station
- Upgrade in process for Comcast upgrade at Wastewater
- Met with our Verizon Rep to review costs.
- Transfer Station Survey
- Begin disaster recovery plan
- Collaborated with the Ayer Library to implement and promote Burbio – an app that consolidates many of the calendars in the school system, the library, and the Town.
- Our technical support vendor reported to us that he tested all of his customer's presence on the Dark Web. We are the only customer that tested 100% clean. This means that our employees are not using town email addresses on services that can often end up on the Dark Web.

WEBSITE / SOCIAL MEDIA:

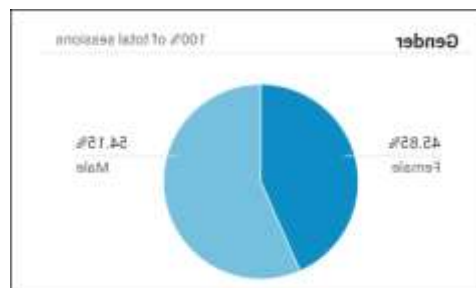
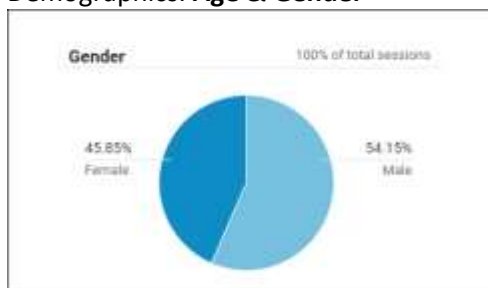
- Monitor Daily
- Added video to the Town's website and Social Media.
- Various minutes, agendas, calendar, and page updates
- Posted Notices to Announcements on the Website, Facebook, Twitter, and APAC as needed.
- Promote local events

STATISTICS:

- Video: Plays on the Town's website: **742**
- Top Five Plays by Country:
 1. United States
 2. Canada
 3. Spain
 4. France
 5. Uruguay



- Most Played Video:
 1. School Committee – November 6, 2018
 2. ASRHS 20th Annual Veterans Day Ceremony
 3. Board of Health – November 5, 2018
 4. Board of Selectmen – October 16, 2018
 5. Board of Selectmen – September 11, 2018
- Facebook followers **3,891**
- Number of Twitter followers: **1,161**
- Website:
 1. Top Five Web Pages
 1. How to avoid draining your cell phone battery
 2. Assessor
 3. 2018 Elections
 4. Election, Voting, & Town Meeting Information
 5. Police
 2. Number of page views: **22,885**
 3. Average Visit Duration: **1 minute 51 seconds**
 4. Number of Sessions: **7,190 (Desktop: 47.8% Mobile: 37.8x%)**
 5. Demographics: **Age & Gender**



6. 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.

