DEPARTMENT OF INFORMATION TECHNOLOGY

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Monthly Report

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

REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2019

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
- Continue interviewing vendors for Town Hall rewiring project with the Facilities Director
- Door Locking Mechanism Capital project with the Facilities Director
- Continue with digitizing documents
- Meetings: Department Head, Capital Planning, IT Committee, MGISA
- Upgrade in process for Comcast upgrade at Wastewater
- Water & Sewer Liens
- Implementation of online Burn Permits and payments
- Electronic Sign Board Policy and Installation
- Assess the impact to the Town regarding Microsoft Windows 7 End of Life in January 2020.
- Received approval from the State IT Office to use our best practices grant to upgrade the backup server.

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: *411*
- Top Five Plays by Country:
  1. United States
  2. Canada
  3. Italy
  4. Spain
  5. Belgium

- Most Played Video:
  1. Board of Selectmen – September 11, 2018
  2. ASRHS Fields Project Overview
  3. Board of Selectmen – October 14, 2018
  4. Board of Selectmen – January 15, 2019
  5. ASRSD School Committee – November 6, 2018

- Facebook followers **3,869**
- Number of Twitter followers: **1,178**
- Website:
    1. Top Five Web Pages
        1. Assessor
        2. Fire Department
        3. Police Department
        4. Online Payments
        5. Transfer Station

    2. Number of page views: **22,177**
    3. Average Visit Duration: **2 minutes 23 seconds**

    4. Number of Sessions: **9,394 (Desktop: 54% Mobile: 46%)**

- Government Calendars on Burbio
  Town of Ayer | Number of events **68** | Number of Impressions **2,093**