DEPARTMENT OF INFORMATION TECHNOLOGY

Monthly Report

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REPORT FROM INFORMATION TECHNOLOGY – FEBRUARY 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 with digitizing documents. (*Currently digitizing 38 years of W2 forms*)
- Meetings: Town Manager, Finance Committee
- Selected Brandywine Technical Partners as the vendor for the Town Hall rewiring project. This project will commence in April. This is a co-project with the Facilities Director.
- Selected BCM as the vendor for the Town Hall Door Locking Mechanisms. This project will commence in April. This is a Facilities project that directly interrelates with IT.
- Completed the Wastewater Treatment plant security upgrades. This project was funded by a $40,000 Community Compact Grant.
- Installed the electronic sign at the Fire Station. Another Facilities project that directly interrelates with IT.
- Installed internal electronic signage at Town Hall. Yet another Facilities project that directly interrelates with IT.
- Started the project of replacing our redundant backup server. This project was funded by a Community Compact Best Practices grant in the amount of $7,000.
- Setup on-line burn permits
- Met with the Conservation agent and a programmer to discuss conservation permitting.
- Met with the Library Director to discuss IT at the Ayer Library

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.
- Post updates to the internal and external signage
- Promote local events

STATISTICS:

- **Most Played Video**:
  1. ASRHS Fields Project Overview
  2. Board of Selectmen January 15, 2019
  3. Board of Selectmen – May 1, 2018
  4. Board of Selectmen - May 17, 2018
  5. Board of Selectmen – September 11, 2018
  6. CPC – January 9, 2019

- Facebook followers **3,892**
- Twitter followers: **1,186**
- Email subscribers: **1,859**

- **Website:**
  1. Top Five Web Pages
     1. Assessor
     2. Police Department
     3. Fire Department
     4. RFP's and Bids
     5. Employment Opportunities

  2. Number of page views: **19,802**
  3. *Average Visit Duration:* **1 minute 48 seconds**
  4. Mobile device usage is **43%** of the total. Desktop usage is **57%**

- **Government Calendars on Burbio:**
  Town of Ayer | Number of events **90** | Number of Impressions **1,947***
  *An impression is when an event is viewed. That view may occur when someone sees the event on Burbio, their App, listed in their Feed or if they get a update or change notification