

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 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.
- Various Meetings
- Assisted the Library with a hard drive crash.
- Prepare for Town Hall rewiring project. This project will commence in April. This is a co-project with the Facilities Director.
- Prepare for the Town Hall Door Locking Mechanisms. This project will commence in April. This is a Facilities project that directly interrelates with IT.
- Continue with replacing our redundant backup server. This project was funded by a Community Compact Best Practices grant in the amount of \$7,000.
- Ordered hardware for beginning the Windows 10 updates.
- Attended the MGISA meeting with the Facilities Director as the topic was phone systems.
- Attended the Emergency Planning Team meeting.
- Explored a new service available as part of our ArchiveSocial Account.
- Look into much of the paper stored by the Conservation Agent by using a database.
- Begin the restructure of the IT Office to accommodate the wiring.

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. A Life of Service with Memoriam
 2. Board of Selectmen March 19, 2019
 3. Public Information Session - Marijuana Establishments March 20, 2019
 4. Board of Selectmen March 5, 2019
 5. ASRHS Fields Project Overview
- Facebook followers: **4,034**
- Twitter followers: **1,194**
- Email subscribers: **1,862**

- **Website:**

1. Top Five Web Pages

1. Assessor
2. Police Department
3. Online Payments
4. Fire Department
5. Employment Opportunities

2. Number of page views: **25,199**

3. Average Visit Duration: **2 minute 20 seconds**

4. Mobile device usage is **46%** of the total. Desktop usage is **54%**

- **Government Calendars on Burbio:**

Town of Ayer | Number of events **160** | Number of Impressions **2,352***

**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*