

**REPORT FROM INFORMATION TECHNOLOGY – APRIL 2020****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.
- Continue with digitizing documents, currently working on old Treasurer / Tax Collector records.
- Various Meetings
- Setup employees for remote access
- Training of employees for remote participation meetings
- Setup and facilitate remote participation for meetings

**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. ASRSD School Committee Meeting April 7, 2020
  2. Board of Selectmen Meeting April 7, 2020
  3. Bangarang Yoga Episode 1
  4. Board of Selectmen Meeting March 30, 2020
  5. ASRSD Teachers Greeting Video
- Facebook followers: 4,618 +143
- Twitter followers 1,334 +6
- Email subscribers: 2,976 +304

**Website:**

1. Top Five Web Pages
  1. CoronaVirus Covid-19 Information
  2. Online Payments
  3. Town Directive Update
  4. Assessor
  5. CoronaVirus Update from NABOH
2. Number of page views: **26,201**
3. Average Visit Duration: **1 minute 43 seconds**
4. Mobile device usage is **53.4%** of the total. Desktop usage is **30.5%**