

**REPORT FROM INFORMATION TECHNOLOGY – MAY 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
- Annual Report
- Set up equipment for Board & Committee meetings.
- Continue with digitizing documents, currently working on old Treasurer / Tax Collector records and Vital Records from the Town Clerk's Office
- Attended several meetings on securing elections
- Training of employees for remote participation meetings
- Setup and facilitate remote participation for meetings
- Arrange for equipment, security, and training for remote workforce
- Arrange for wifi in the Wastewater trailer, setup file sharing, move computers, setup internet, and printing.
- Prepare for Town Meeting
- Arrange for Comcast installation in the New Parks Building.

WEBSITE / SOCIAL MEDIA:

- Keep website and Social Media up to date for COVID-19 issues
- 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. Page Hilltop Panthers News Team S4: E1
 2. Page Hilltop Panthers News Team S4: E2
 3. Page Hilltop Panthers News Team S4: E3
 4. April 22, 2020 Teacher Parade
 5. Board of Selectmen Meeting May 5, 202
- Facebook followers: 4,639 +21
- Twitter followers 1,340 +6
- Email subscribers: 3,049 +73

Website:

1. Top Five Web Pages
 1. Assessor
 2. Online Payments

3. Town Directive Update
 4. Police Department
 5. Transfer Station
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2. Number of page views: **26,846**
 3. Average Visit Duration: **1 minute 47 seconds**
 4. Mobile device usage is **49.8%** of the total. Desktop usage is **50.2%**