

**REPORT FROM INFORMATION TECHNOLOGY – JUNE 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 and Vital Records from the Town Clerk's Office
- Training of employees for remote participation meetings
- Setup and facilitate remote participation for meetings
- Arrange for equipment, security, and training for remote workforce
- Prepare for and attend Town Meeting, Articles of the Day, Warrant, Setup, run presentations
- Arrange for Comcast installation in the New Parks Building.
- Created a database for digitizing old vital records.
- Purchase and install equipment for FD Deputy Chief, transfer files.
- Website was migrated to a new platform with no interruption of service.

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:

1. Most Watched Video:
 1. Page Hilltop 5th Grade Moving Up Ceremony June 11, 2020
 2. Page Hilltop Panther News Season 4Ep. 3 Prince & The Pauper
 3. ASRSD School Committee Meeting June 5, 2020
 4. Ayer Board of Health Meeting June 8, 2020
 5. Ayer Board of Selectmen Meeting June 10, 2020
2. Facebook followers: 4,650 +11
3. Twitter followers 1,334 -6
4. Email subscribers: 3,089 +40

Website:

1. Top Five Web Pages
 1. Assessor
 2. Police Department
 3. Sandy Pond Beach

- 4. Online Payments
 - 5. Fire Department
-
- 2. Number of page views: **29,726**
 - 3. Average Visit Duration: **2 minutes 24 seconds**
 - 4. Mobile device usage is **51.2%** of the total. Desktop usage is **48.8%**