



REPORT FROM INFORMATION TECHNOLOGY – AUGUST 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
- Setup VPN for remote HVAC systems
- Assist with Access Controls Phase II
- Begin replacement of Town Hall Server

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. ASRHS Graduation 2020 July 31, 2020
 2. Bangarang Yoga Episode 3
 3. ASRSD School Committee Meeting August 13, 2020
 4. Ayer Planning Board Meeting August 11, 2020
 5. Scout Finds Out Episode 5 "Teens For Change"
 6. Facebook followers: 4,682 +17
 7. Twitter followers 1,349 +16
 8. Email subscribers: 3,286 +20

Website:

1. Top Five Web Pages
 1. Online Payments
 2. Assessor
 3. COVID-19 Information
 4. Police
 5. Sandy Pond Beach
2. Number of page views: **25,026**
3. Average Visit Duration: **2 minutes 43 seconds**
4. Mobile device usage is **45.4%** of the total. Desktop usage is **54.6%**