REPORT FROM INFORMATION TECHNOLOGY – SEPTEMBER 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 meetings
- Continue with Access Controls Phase II
- Installed the new Town Hall Server, files and configurations are being transferred.
- As part of our cybersecurity practices, we have implemented another level of security to all Town computers. Should evidence of a ransomware attack present itself, the offending system will be immediately disconnected from the network and shut down.   Network access will need to be re-enabled by IT. This has been successfully tested.
- Our financial services vendor, Tyler Technologies, was hit with a ransomware attack in mid-September. They were proactive in notifying their customers and there is no evidence that any data or credentials have been compromised. This investigation is ongoing. All MUNIS users in the Town were notified and all passwords have been reset.

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. ASRSD Page Hilltop Virtual Tour 2020
   2. ASRSD Bus Safety Guide
   3. ASRHS Back To School Safety 2020
   4. Ayer Select Board Meeting September 15, 2020
   5. Dr. Malone Back to School Welcome September 16, 2020

2. Facebook followers: 4,684 *+17*
3. Twitter followers: 1,349 *+16*
4. Email subscribers: 3,286 *+20*

Website:
1. Top Five Web Pages
   1. Assessor
   2. PFAS Treatment Facility Bid
   3. Police Dept
   4. Fire Dept
   5. Online Payments
2. Number of page views: **25,026**
3. Average Visit Duration: **3 minutes 45 seconds**
4. Mobile device usage is **38.7%** of the total. Desktop usage is **61.3%**

FIVE CYBERSECURITY THREATS INTENSIFIED BY COVID-19
In the first three months of 2020, government agencies saw a 773% increase in cloud threats due to:
1. Outdated security technology
2. Ransomware attacks targeting remote workers
3. Cybercriminals are looking to the cloud for new ways to breach networks
4. New generations of malware further threaten remote workers
5. Governments without strong industry partnerships may lack resources to fully defend themselves