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1 Main Street – Ayer, MA 01432

REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2021**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.
- Continue with digitizing documents.
- Setup and facilitate remote participation for Zoom meetings.
- Setup users for remote SCADA at the Water Department
- Continue moving users to the new Town Hall Server.
- Phone System at Town Hall

WEBSITE / SOCIAL MEDIA:

- Keep website and Social Media up to date for COVID-19 issues
- Monitor Daily
- Add video to the Town's website and Social Media.
- 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. Planning Board – January 12, 2021
 2. AFD SAFE Program – Railroad Safety
 3. The Great Indoors – Episode 1
 4. AFD SAFE Program – Stop, Drop, & Roll
 5. AFD SAFE Program – Flammable, Electrical, Smoking
2. Facebook followers: 4,730
3. Twitter followers: 1,370
4. Email subscribers: 3,324
5. Zoom Meetings Facilitated: 25

Website:

1. Top Five Web Pages
 1. Online Payments
 2. Assessor
 3. Police Department
 4. Fire Department
 5. Transfer Station
2. Number of page views: 32,904
3. Average Visit Duration: 1 minute 41 seconds
4. Mobile device usage is 77.6% of the total. Desktop usage is 22.4%