**DEPARTMENT OF INFORMATION TECHNOLOGY**                    **Monthly Report**

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## REPORT FROM INFORMATION TECHNOLOGY – APRIL 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.
- Continue moving users to the new Town Hall Server.
- Complete, pick up, and distribute the Annual Town Report
- Setup for and attend Town Meeting; arrange for overflow room.
- Attended the Ayer Emergency Planning Team meeting
- Attended Water System Cybersecurity training
- Replaced the firewall at the DPW
- Arrange to have all 2020/21 video backed up and delivered to the Town.

### 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 Municipal Video:
    1. Town Moderator Candidate Interview – Sam Goodwin
    2. Town Moderator Candidate Interview – James O'Conor
    3. Select Board Meeting April 20, 2021
    4. Catania Oils Public Information Forum April 14, 2021
    5. Library Board of Trustees April 15, 2021

2. Facebook followers:  4,630
3. Twitter followers:  1,382
4. Email subscribers:  3,394
5. Zoom meetings facilitated: 18

### Website:

1. Top Five Web Pages
    1. Assessor
    2. Online Payments
    3. Fire Department
    4. Police Department
    5. Nashoba Associated Boards of Health

2. Number of page views: 32,009
3. Average Visit Duration: 1 minute 37 seconds
4. Mobile device usage is 66.2%, desktop usage is 33.8%