DEPARTMENT OF INFORMATION TECHNOLOGY

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Monthly Report

Town of Ayer, Massachusetts
1 Main Street – Ayer, MA 01432

REPORT FROM INFORMATION TECHNOLOGY – MAY 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.
- Finished converting users and data to the new server at Town Hall.
- Addressed major issues on the DPW server.
- Evaluated ADA requirements on the Town website.
- Attended two security webinars, 1) Setting the trap: How bad buys trick your users to own your network, and 2) SCADA vulnerabilities.

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:
   These are unavailable this month due to APAC upgrade.

2. Facebook followers: 4,926
3. Twitter followers: 1,381
4. Email subscribers: 3,406
5. Zoom meetings facilitated: 22

Website:

1. Top Five Web Pages
   1. Assessor
   2. Online payments
   3. Police
   4. Employment Opportunities
   5. Transfer Station

2. Number of page views: 40,864
3. Average Visit Duration: 1 minute 37 seconds
4. Mobile device usage is 28%, desktop usage is 72%