DEPARTMENT OF INFORMATION TECHNOLOGY   **Monthly Report**

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REPORT FROM INFORMATION TECHNOLOGY – JULY 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.

WEBSITE / SOCIAL MEDIA:
- Keep website and social media up to date
- 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. Facebook followers: 4,807
2. Twitter followers: 1,409
3. Email subscribers: 3,507

Website:
1. Top Five Web Pages
    1. Assessor
    2. Online Payments
    3. Police
    4. Fire
    5. Transfer Station

2. Number of page views: 56,599
3. Average visit duration: 0:55
4. Mobile device usage is 46.1%, desktop usage is 53.9%
5. Top browsers used: Chrome, Safari, Edge, Firefox, WebView
6. Zoom meetings facilitated: 7

Cyber-Security: We phish-test our employees and sent out 493 emails last month. Our employees continue to do extremely well in this area with two click throughs this month. Cyber-Security training is mandatory, and it works.