

REPORT FROM INFORMATION TECHNOLOGY – JANUARY 2022

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.
- Facilitated 14 Public Zoom Meetings
- 2021 Annual Town Report

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:

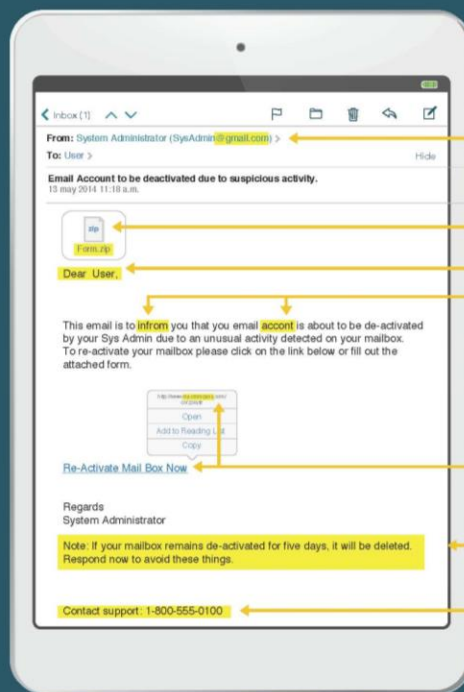
Social Media / email:

1. Facebook page reach: 14,898
2. Twitter followers: 1,445
3. Email subscribers: 3,890

Website:

1. Top Five Web Pages
 1. Employment Opportunities
 2. Assessor
 3. Online Payments
 4. Fire Department
 5. Police Department
2. Number of page views: 31,809
3. Average visit duration: 1 min 35 sec
4. Mobile device usage is 41.6%, desktop usage is 58.4%

HOW TO DETECT A PHISHING EMAIL



Emails sent from public email addresses.

Unsolicited attachments.

Generic greetings.

Spelling and grammar mistakes.

Links to unrecognized sites or slightly misspelled sites.

Threats or enticements that create a sense of urgency.

Toll free numbers in suspicious emails that do not match known numbers.

What to Do:

- 1 Never give out personal or sensitive information based on an email request.
- 2 Don't trust links or attachments in unsolicited emails.
- 3 Hover over links in email messages to verify a link's actual destination, even if the link comes from a trusted source.
- 4 Type in website addresses, rather than using links from unsolicited emails.