

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 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.
- Facilitated 22 Public Zoom Meetings.
- Worked with Facilities to improve Zoom A/V in the Select Board Room.
- Implemented new security tools for IP blocking.
- Worked with the Library to implement new security measures.
- Begin evaluating Windows 11.

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: 3,950
2. Twitter followers: 1,468
3. Email subscribers: 3,971

Website:

1. Top Five Web Pages
 1. Online Payments
 2. Assessor
 3. Police Department
 4. Fire Department
 5. Building Department
2. Number of page views: 36,196
3. Average visit duration: 2 min 15 sec