DEPARTMENT OF INFORMATION TECHNOLOGY   **Monthly Report**

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REPORT FROM INFORMATION TECHNOLOGY – APRIL 2022

PROJECTS / HARDWARE / SOFTWARE:

- Troubleshoot & resolve issues at Town Hall, DPW, Ayer Fire, and Council on Aging.
- Employee Security Awareness Training.
- Setup new employees: remove access for terminated employees.
- Set up new and replacement computers, phones, tablets, and printers.
- Dispose of old equipment.
- Facilitated 8 Public Zoom Meetings.
- Evaluate Windows 11.
- Prepare for, setup, and attend Town Meeting

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: 8,996
2. Twitter followers: 1,464
3. Email subscribers: 3,996

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

2. Number of page views: 31,694
3. Average visit duration: 2 min 27 sec