

**REPORT FROM INFORMATION TECHNOLOGY – MARCH 2024****PROJECTS / HARDWARE / SOFTWARE:**

- Troubleshoot & resolve issues at Town Hall, DPW, Ayer Fire, and Council on Aging.
- Employee Security Awareness Training.
- Setup new employees and remove access for terminated employees.
- Set up new and replacement computers, phones, tablets, and printers.
- Dispose of old equipment.
- Attend Hybrid & Zoom meetings.

**WEBSITE / SOCIAL MEDIA:**

- Maintain website and social media.
- Monitor Daily.
- Add video to the Town's website and social media.
- Minutes, agendas, calendar, and page updates.
- Post notices to Announcements on the Town's website, Facebook, X, and APAC.
- Post updates to the internal and external signage.
- Promote local events.

**STATISTICS:****Social Media / Website / Email:**

1. Facebook page reach 8.4k
2. X followers: 1,522
3. Email subscribers: 5,108
4. *Website stats are unavailable for the month of March*

**EMPLOYEE SECURITY AWARENESS TRAINING:**

- 69 employees completed their security awareness training on time for the month of March. The users who did not complete their training were notified. The topic for the month of March was "The Dangers of Free Wi-Fi"
- In the month of March 892 simulated phishing emails were sent to employees. 11 (1.2%) of those were clicked on. We continue to educate the employees of the dangers and consequences of clicking on email like this.