

**REPORT FROM INFORMATION TECHNOLOGY – APRIL 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.
- Prepare and send Town Meeting notifications to the Public.

**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 6.6k
2. X followers: 1,524
3. Email subscribers: 5,111

**EMPLOYEE SECURITY AWARENESS TRAINING:**

- 61 employees completed their security awareness training on time this month. The others have been notified. The topic was *"AI Chatbots: Understanding Their Use, Risks, and Limitations in the Workplace"*.
- 836 simulated phishing emails were sent to employees. Not one employee clicked on any of them. Town Employees continue to do a great job spotting and deleting these.