



**Town of Billerica  
MIS Department**

Annual Report  
Fiscal Year 2016 (July 1, 2015 - June 30, 2016)

Chris Bartlett  
Director of Technology

The MIS/IT Department is tasked with helping employees with technical problems; troubleshooting, enhancing functionality, and building a cost-saving infrastructure for the Town. This work is perpetual and ever-evolving.

Continuing from FY '15, the MIS/IT department successfully completed several initiatives. The following is a list of some of the larger projects that accompanied the day-to-day operations:

1. Completed rollout of all leased PCs.
2. Completed functional rollout of Townwide VoIP phone system. Remaining items are merely those that will moderately enhance functionality for some users.
3. Replaced the Town's email filter to enhance our resistance to internet-based threats.
4. Working with the vendor for our Town Meeting electronic voting system, developed a method by which Town Meeting members can see themselves "queued" when they wish to speak on an article. Other system enhancements updated as well.
5. As part of the renovation of the exterior of Town Hall, installed 24/7 security cameras and replaced the exterior doors and their associated automated locking mechanisms.
6. Began converting historically paper forms to digital and/or web-based forms.
7. Upgraded MUNIS, the ERP solution used by the Town.
8. Replaced and upgraded the MySeniorCenter system used by the Council on Aging.

Fiscal Year '15 saw many major improvements in not only the MIS/IT Department, but in the Town as a whole. In addition to the aforementioned "major" projects, the MIS/IT Department continued to solve problems that were both new and old and performed a great deal of day-to-day operational tasks to improve the systems we use and the way we communicate. We work diligently on the website and are expanding our use of social media. All of this work is ongoing. We look forward to continuing to expand our services and improve them so that the Town's employees have better, more modern systems which will allow them, in turn to better serve the residents of Billerica.

Respectfully,

Chris Bartlett  
Director of Technology