



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2019 (July 1, 2018 - June 30, 2019)

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 '18, 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:

- **PARKS DEPT** – As Town Meeting approved splitting up the Cemetery, Parks, & Trees department into two separate departments, the newly anointed “Parks & Trees” department had to find a new home. And so it did, down on Alexander Road. But this required the necessary infrastructure, so the IT department got the crew up and running in fine fashion.
- **CLERK CUTOVER** – Working with our GIS Analyst, we completed the switch to a new cloud-based database for vital records, dog licensing, and reporting.
- **NEW RECREATION WEBSITE** – Did you know the Billerica Recreation Department has a new website detailing all their latest programs and general shenanigans?! Well, you should! Visit www.billericarec.com for all the fun and hey... Sign up and you can pay online now, too!
- **NEW CONNECTION** – Wanting to do things a new, better way and actually being able to do them are two different things... You need to lay the groundwork for a new era! With a great many tools coming to bear being based in the cloud, and with an increasing push to allow a diverse and mobile workforce, we have moved to a substantially faster and more reliable internet connection.
- **ONLINE PERMITTING** – The saga continues! Many of the back-end issues have been taken care of over this past year, but some remain. We’re close to getting online permit applications up and running!
- **PERMIT ALLEY WORK** – The Building, Conservation, and Board of Health departments were combined into the new “Permitting department”. The IT department handled all the necessary infrastructure changes and upgrades.
- **COA RECEPTION** – Visited the Council on Aging lately? Well, they have a magnificent new reception area complete with computerized sign-in! The IT department was instrumental in not only setting up the sign-in kiosks, but building the infrastructure for staff.
- **ENGINEERING IMPROVEMENTS** – As projects get more and more complex and frequent, we realized we needed a more robust in-house imaging solution for plans, as well as data management. A replacement, professional plotter was brought in and substantial infrastructure work was done to accommodate the needs of our engineers.
- **FIBER CUTOVER** – The Town and School IT departments, along with our partners, completed the cutover to the fiber data connection at the new BMHS.

Fiscal Year '19 saw many major improvements in not only the MIS/IT Department, but in the Town as a whole. In addition to the aforementioned “ 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 not only amongst ourselves, but also to the public. Immediately on the horizon are several more projects that will reduce costs and improve functionality everywhere. There's a lot to look forward to in the coming year, including continued server/storage work, upgrades to phone systems, changes to the Vining School, and many more improvements. We look forward to expanding and improving our services 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