



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2021 (July 1, 2020 - June 30, 2021)

Chris Bartlett
Director of Technology

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

Continuing from FY '20, 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:

- **Installed Wi-Fi in nearly all town-owned buildings. This massive project included replacing the majority of the town's internal networking gear and expanding capacity.**
- **Began an ongoing cybersecurity testing program with the federal agency CISA.**
- **Assisted in converting physical check printing for payroll to electronic (e-mail).**
- **Began/continued work on major Town renovation projects such as replacing an operations building at wastewater, constructing a new ozone building at water treatment, and working with BATV on bringing their new Howe School site online.**
- **Configured and deployed replacement PCs to roughly half of non-Town Hall employees.**
- **Assisted with the installation of the new generator to power Town Hall during power loss.**
- **Second year of COVID-19 (more details below)**

Fiscal Year '21 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 not only amongst ourselves, but also to the public. The coronavirus pandemic continued to present challenges; but also, opportunities. We have continued to expand the use of mobile tools, primarily within the Department of Public Works and their divisions. There continues to be a great deal of projects in the works, not the least of which are continuing migrations to cloud-based services. 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