



**Town of Billerica  
MIS Department**

Annual Report  
Fiscal Year 2022 (July 1, 2021 - June 30, 2022)

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 '21, 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:

- **Successfully upgraded and migrated the town's email system and continued building a new storage and recovery system. Work continues!**
- **Began work on a massive internal phone system upgrade, beginning with a full review of current lines and services and then a switch to a new provider and updates to E911. Project will take more than a year to complete.**
- **Assisted in bringing the new Fire Station (Pinehurst) online.**
- **Completed work on major Town construction projects such as replacing the Operations building at Wastewater and constructing a new Ozone building at water treatment.**
- **Configured and deployed replacement PCs to all remaining non-Town Hall employees.**
- **Deployed new cellular tablets to several DPW divisions to streamline their workflow.**
- **Joined and executed the MA "Cybersecurity Awareness Program"; a state-funded grant program to shore up our cybersecurity knowledge.**

Furthermore, there was an unusually high amount of employee turnover, general staff changes, and department changes; all of which took up a great deal of time. 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. In the coming year, we plan to modernize systems and processes in the COA, tax office, town clerk's office, and assist with a great many renovation projects around Town Hall. 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