



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2024 (July 1, 2023 - June 30, 2024)

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 '23, 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:

- **Implemented a new, next-generation antivirus solution for endpoints.**
- **Completed work to comply with Article 41 (recording, storing, & posting committee meetings) from the Spring '23 Town Meeting.**
- **Assisted with a massive upgrade of our financial system software.**
- **Building Permit Applications Now Online, including payment.**
- **PRTG (network monitoring system) implemented**
- **Setup a “Life Alert”-style system at the Water Treatment plant and rolled out cellular boosters at Water & Sewer.**
- **Migrated the town’s phone service to a new provider, saving roughly \$1,500 per month.**

Fiscal Year '23 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. 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