



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2023 (July 1, 2022 - June 30, 2023)

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 '22, the MIS/IT department successfully completed several initiatives. The following is a list of some of the larger projects:

- **Successfully completed work for the Howe School (new BATV building) Project.**
- **Continued work on the phone system; completing a large internal upgrade. Work continues to move to a new circuit and provider.**
- **Replaced the monitoring/reporting system for the town's fuel station, replaced the Highway Dept roadway message board communication systems, and began work on a mobile app for DPW.**
- **Completed work at the new WRRF Operations building (fiber, networking, Wi-Fi, SCADA, etc).**
- **Replaced Assessor's server, migrated their database, and, working with their vendor, upgraded their software to a new version.**
- **Implemented Wi-Fi at the PHR complex for use by the town's various youth sports leagues and Recreation.**
- **Started the process necessary to appease the passing of Spring Town Meeting's Article 41. This will quite some time to implement.**

As with last year, 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 '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. A great many renovation projects around Town Hall continue, and my office assists with those changes as necessary. We look forward to continuing to expand 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