Town of Billerica
MIS Department

Annual Report
Fiscal Year 2018 (July 1, 2017 - June 30, 2018)

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 '17, 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:

- **Patriot Changes** - Upgraded the database and software package used by the Assessor's Office. During this process, it was determined that a great deal more work for future expansion is necessary, and that work continues into the new year.
- **Gladys Retires** - "GLADYS" was a nearly 20 year-old MS Works database file that was used to store information regarding the cemeteries and burials. With help from the GIS Analyst, all the data was successfully migrated into our new internal online system. Work to bring the database to the public continues.
- **Imaging Enhancements** - With the lease expiration of several copiers, we moved to a new company and leased Xerox machines, including a new production system that allows us to print many of our formerly contracted jobs in-house. This has saved the taxpayers thousands of dollars and yielded better results.
- **Turning The Page** - Until now, the Highway Dept used a series of pagers (yes, paging Dr. Carter pagers!) to communicate with contracted snow plow drivers. We were able to successfully move away from this and institute a simultaneous call/text system using our existing CodeRed contract.
- **Gas Station** - The Town removed the old gas pump that existed at the Public Safety building and built a new station at the Water Dept. The MIS/IT Dept was instrumental in configuring the required networking, monitoring software, and camera security systems required.
- **License To…** - Software used by the Town Clerk's Office became no longer viable, and as such, we have begun the process of migrating it, and all its data, to a new system currently in place. As of this report, Phase 1 (migrating data and internal user design) is underway. Phase 1 should be completed by calendar year's end.
- **BINGO!!!** - Billerica's best citizens, our senior ones, love playing their Bingo at the Council on Aging! But we weren't doing them justice. Until now! Working with the COA leadership, we installed a software-based Bingo game utilizing 4 new TVs and enhanced audio complete with ADA-Compliant assistance for the hearing impaired. **B-I-N-G-O!**
- **Permitting** - Continuing work begun in the previous fiscal year, our online permitting system (building, electrical, plumbing, etc.) continues to expand. The process has been slower than we would like and fraught with issues. Work on the system continues and finalization is in sight.

Fiscal Year '18 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. There continue to be a great deal of projects in the works, not the least of which are a complete overhaul of our server and storage infrastructure. 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