Town of Billerica
MIS Department

Annual Report
Fiscal Year 2020 (July 1, 2019 - June 30, 2020)

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 '19, 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:

- **Decommissioning of the Vining School**
- **Setup temporary Wi-Fi access in the mechanics garage.**
- **Per State requirements, created new connection to DMV.**
- **Configured and deployed replacement PCs to all Town Hall employees.**
- **Migrated anti-virus application to new version with enhanced security.**
- **Early months of COVID-19 (details below)**

Fiscal Year '20 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 presented new and sudden challenges that the Town met with great resolve. Within days of the original outbreak and subsequent shutdowns, employees were mobilized, meetings were taken virtual, and even Town Meetings (Fall '19 and Spring '20) were performed "remotely". 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 as well as continued migrations to more 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