



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2013 (July 1, 2012 - June 30, 2013)

Chris Bartlett
Director of Technology

The MIS/IT Department is tasked with assisting employees with problems, troubleshooting, enhancing functionality, and building a cost-saving infrastructure for the Town. This work is perpetual and ever-evolving.

Continuing from FY '12, 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:

1. Completed separation of internet access from School Dept.
2. Migrated Town website off of a server in the School Dept. to an internet host specializing in Joomla!®.
3. Successfully implemented a VPN solution to allow select employees remote access.
4. Performed two major updates to the GEO-TMS permitting software system.
5. Working with the Town Moderator and Electronic Voting Implementation Committee, the MIS/IT department budgeted for, designed, purchased, and configured an electronic voting system that debuted at the Fall 2012 Town Meeting. This rollout consumed the better part of 6 months and was a massive project.
6. Oversaw a major upgrade to the audio system in the Buck Auditorium at Town Hall. This new audio system was unveiled at the Spring 2013 Town Meeting and comprised new and newly situated speakers and a new digital mixing system programmed for appropriate timing based on the acoustic tests of the room. It also brought us up to ADA-Compliance regarding the hearing impaired.
7. There were discussions about rolling out a VoIP phone system for about a year, but in the end the funds were redirected to an infrastructure overhaul, and as a result, all of the planning for that project started happening in January 2013. The project Statements of Work were finalized and signed off on in early summer with work commencing the first week of August 2013.
8. Performed a major update to the Patriot Software (Assessor's Office).
9. Successfully rolled out a new, system-wide antivirus software package (Sophos).

Fiscal Year '13 saw many major improvements in not only the MIS/IT Department, but in the Town as a whole. 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