



**Town of Billerica  
MIS Department**

Annual Report  
Fiscal Year 2014 (July 1, 2013 - June 30, 2014)

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 '13, 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. Working closely with a vendor (CivicPlus), redesigned and rebuilt the Town's website and began several social media initiatives.
2. "Virtualized" the Town's server infrastructure. Successfully migrated 13 physical servers down to 4 and drastically added capacity/functionality while reducing operating costs.
  - a. Built 3-Node Server 2012 Cluster attached to a 10+ Terabyte SAN.
  - b. Upgraded to Exchange 2010.
  - c. Rolled out Microsoft SCCM 2012 and WSUS.
3. Successfully consolidated the imaging infrastructure for the majority of Town departments. This has allowed the Town to save approximately \$25,000 per year. This process remains ongoing.
4. Spent a great deal of time researching options for a PC replacement leasing program to be deployed in the near future.
5. Began a Town-wide rollout of "PeopleGIS" online forms and database systems that will slowly replace and consolidate a great many of our deprecated systems currently in use.
6. Installed interactive whiteboards in the primary conference room, as well as the Selectmen's Meeting Room.
7. Rolled out Office 2010 to every Town computer; replacing the deprecated Office XP version.

Fiscal Year '14 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