



**Town of Billerica
MIS Department**

Annual Report
Fiscal Year 2017 (July 1, 2016 - June 30, 2017)

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 '16, 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. Created an online system and deployed tablets to Selectmen so they now receive their meeting packets digitally as opposed to on paper, which was formerly hand-delivered by a Constable.
2. Completely rebuilt the computerized robotic inspection system used to complete inspections of wastewater pipes.
3. Began the process of converting various permitting and licensing applications to a new system that will allow submittals online.
4. Installed signal boosters for better cellular access within Town Hall (Verizon Wireless).

Fiscal Year '16 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. We work diligently on the website and are expanding our use of social media. All of this work is ongoing and has begun to speed up with the hiring of a Data Management Analyst in the Town Manager's Office. 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