



2024 Annual Report

Information Technology Department

Director: Christopher McClure

Assistant Director: Sam Ross

Purpose and Duties:

The Belmont Technology Department is committed to improving security, service, communication, transparency, accessibility, and digital equity. The Technology Department strives to create a culture of innovation to support and empower all of our constituents.

The Information Technology Department has six full-time employees to support the technology needs of 22 Town Departments and Divisions. Management consists of the Chief Innovation Officer and Assistant IT Director.

Desktop Services - Provide Computer Help Desk, Printer, PC replacement and Mobile (laptop, tablet and smartphone) services for all Town Departments.

ERP System Administration - Provide Enterprise Resource Planning (ERP) System administration for the Town's MUNIS system.

GIS and Database Administration - Responsible for maintaining the Town's Geographical Information System (GIS) including the Master Address Table (MAT) and also maintain several databases developed by Town Departments.

Server and Communications Infrastructure - Maintains the Town's hybrid cloud infrastructure, virtual server environment, backup and disaster recovery, email and productivity suite, and cybersecurity prevention, detection, response, and remediation tools.

Technical Training and Policy - Responsible for providing training in the use of a number of the Town's systems such as Email, GIS, File Storage and Remote Access (Zoom, VPN). Also, IT develops policies and provides training in proper security measures for protection of personal information for residents and staff.

Summary of Activities and Accomplishments:

- Resolved 1860 HelpDesk tickets.
- Fully deployed Multi-factor Authentication to the desktop level for all users.
- Upgraded next generation anti-virus and IT security prevention, monitoring, and response tools.
- Secured \$250,000 in Massachusetts Municipal Fiber grant funding to complete redundant fiber loop.
- Secured \$96,000 Massachusetts Cyber Security Grant.
- Launched revamped Town website in December 2024.
- Outsourced network management and cybersecurity where feasible to streamline expenses and redeploy staff to support operations and pursue better use of technology.



Goals for 2025:

- Create web and social media coordinator position to increase community engagement.
- Upgrade the public GIS map and add integration to all land use tools.
- Create a document management plan.
- Add improved search to the website.
- Migrate to cloud-based email productivity suite and improve communication between all town and school departments.
- Upgrade online permitting and inspectional services software to improve customer service and internal communication and efficiency, pending capital funding.

Respectfully Submitted,

Christopher McClure

Chief Innovation Officer