



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

NOVEMBER 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In November, City employees submitted more than 189 requests covering various requirements. The responsibilities encompassed establishing wireless printing, acquiring new desktop computers, servicing and diagnosing mobile phones, updating passwords, installing software, integrating new team members into our systems, assisting with the HR computer lab setup, and providing technical support for these areas.

Online Permits: In November, the Planning Department issued over 300 building permits with the help of the online building permit software.

Current Projects

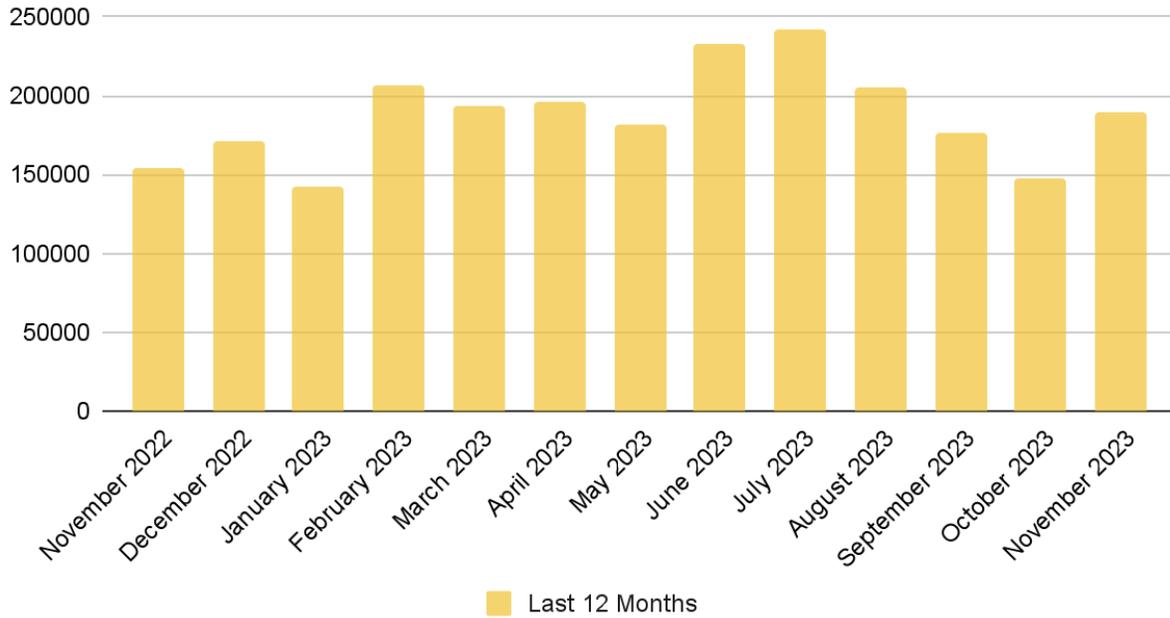
Christmas Light Show: Information Services is providing ongoing support and troubleshooting for the Christmas Light Show. This includes configuring internet systems for Point of Sale terminals, synchronizing Christmas lights with music, and maintaining stable internet access in Santa's Village and for public Wifi.

Project Updates: Our team is engaged in various IT tasks, including updating and maintaining technology in the Council Chambers, installing camera systems, and updating physical and virtual servers. We are also focusing on organizing and maintaining switch and tech closets across the city, along with testing and ensuring the effectiveness of VM upgrades to support our IT infrastructure's efficiency and reliability.

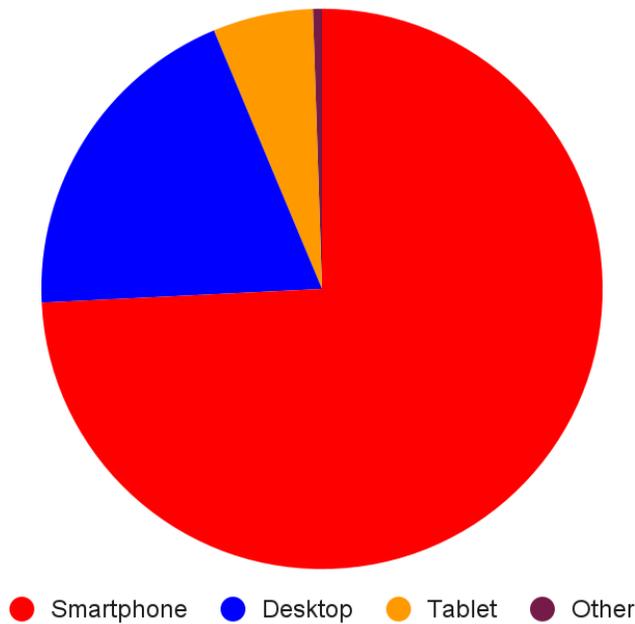
Digital Security: Our team continuously enhances our internet security measures in response to evolving cyber threats. This month, thanks to our focus on training in safe email practices and adherence to City and Public Safety security protocols, we successfully identified and countered over 430 phishing attempts, underlining our commitment to maintaining a secure digital environment.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP NMB.US PAGES DURING THE MONTH

- | | |
|-----------------------------------|-----------------------------|
| 1. The Great Christmas Light Show | 6. Search |
| 2. Dashing Through the Glow | 7. Dashing Through the Glow |
| 3. Aquatic and Fitness Center | 8. Bill Pay |
| 4. Calendar | 9. Park & Sports Complex |
| 5. News Flash | 10. Parks & Recreation |

MOBILE APPLICATION DOWNLOADS

