# INFORMATION SERVICES

# NOTABLE ONGOING PROJECTS

## City Software

**NMB Help Desk:**  In December, City employees submitted more than 230 requests covering various requirements. The duties involved setting up wireless printing, procuring new desktop computers, repairing and troubleshooting mobile phones, updating passwords, installing software, onboarding new team members into our systems and offering technical support in these domains.

**Online Permits:**  In December, the Planning Department issued over 320 building permits with the help of the online building permit software.
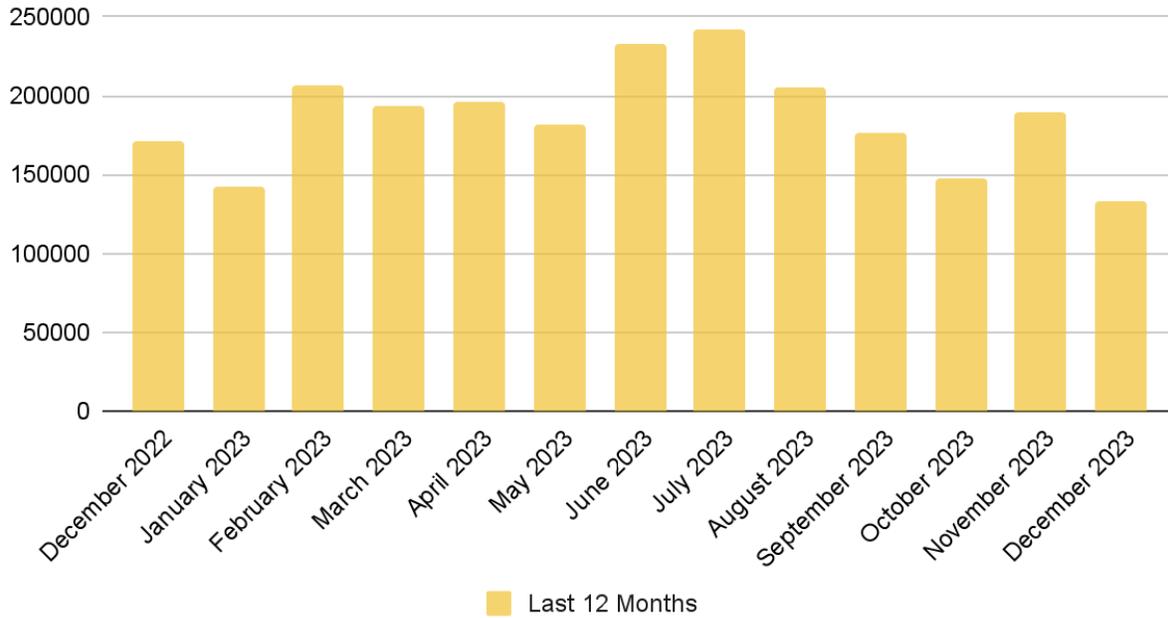
## Current Projects

**Christmas Light Show:** Information Services is continuously offering support and resolving issues for the Christmas Light Show. This involves setting up internet systems for Point of Sale terminals, coordinating the synchronization of Christmas lights with music, and ensuring consistent internet connectivity in Santa's Village as well as for public Wifi.

**Project Updates:** Our team is committed to a variety of IT initiatives. We are organizing and maintaining switch and tech closets throughout the city and ensuring the effectiveness of VM upgrades to enhance our IT infrastructure's efficiency and reliability. This includes not only updating and maintaining the technology in the Council Chambers but also installing camera systems and updating both physical and virtual servers.
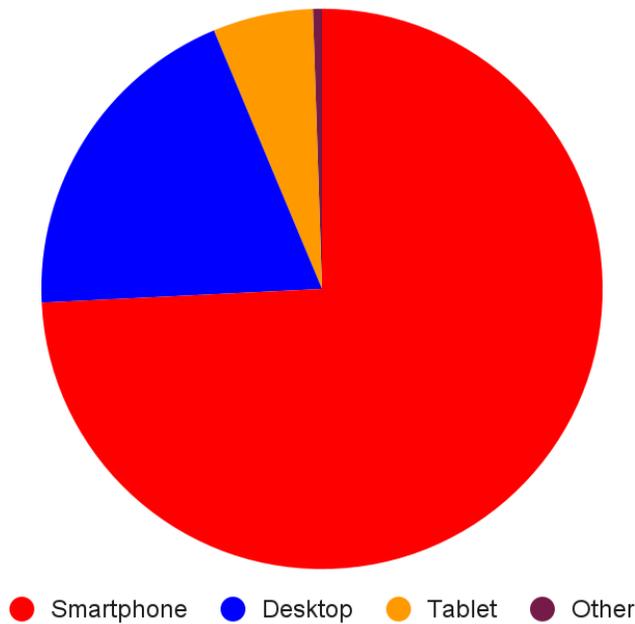
**Digital Security:**  This month, our team has effectively identified and neutralized over 600 phishing attempts, underscoring our commitment to sustaining a secure digital environment. This success is due to our ongoing efforts to enhance internet security measures in the face of changing cyber threats, coupled with our emphasis on training in safe email practices and strict adherence to City and Public Safety security protocols.

# NMB.US WEBSITE AND VISITOR STATISTICS

## NMB.US WEBSITE VISITS



Last 12 Months

## NMB.US VISITOR DEVICES FOR THIS MONTH



● Smartphone  ● Desktop  ● Tablet  ● Other

## TOP NMB.US PAGES DURING THE MONTH

1. Aquatic & Fitness Center
2. Online Registration
3. The Great Christmas Light Show
4. Calendar
5. News Flash

6. Search
7. Group Fitness Schedule
8. Bill Pay
9. Park & Sports Complex
10. Parks & Recreation

## MOBILE APPLICATION DOWNLOADS