



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JANUARY 2024

# INFORMATION SERVICES

## IS INITIATIVES AND CITY SOFTWARE UPDATES

### NMB Help Desk Performance:

In January, City employees submitted more than 255 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 Registrations:

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

**Parking Registrations:** The department is actively preparing for the parking registration process, set to commence in March of 2024 for residents of NMB. This preparation involves a thorough testing phase for the database and registration forms among other system components.

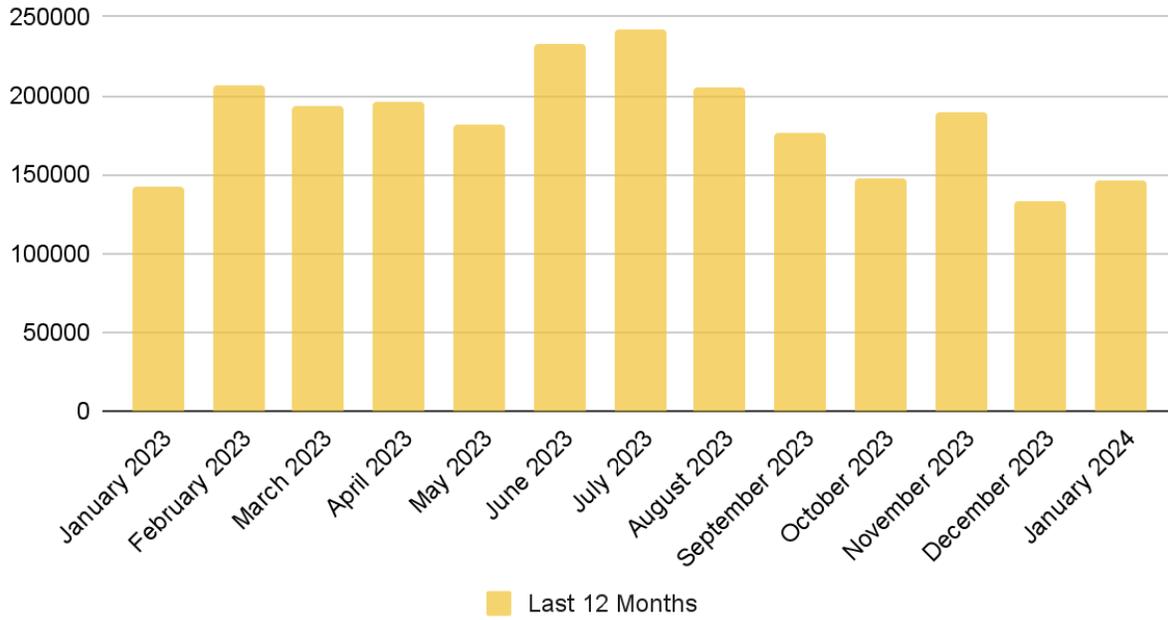
### Project Updates and Security

Our team is dedicated to a wide range of IT initiatives, including the enhancement of our inventory management for both virtual and physical server environments. We are actively streamlining all processes and applications to ensure efficiency and reliability. Additionally, we are implementing network upgrades in the Public Safety building and are in the continuous process of developing data plans for a new fire station. Concurrently, we are overseeing the installation of cameras around city buildings and streets, reinforcing our commitment to improving security and monitoring capabilities throughout the city.

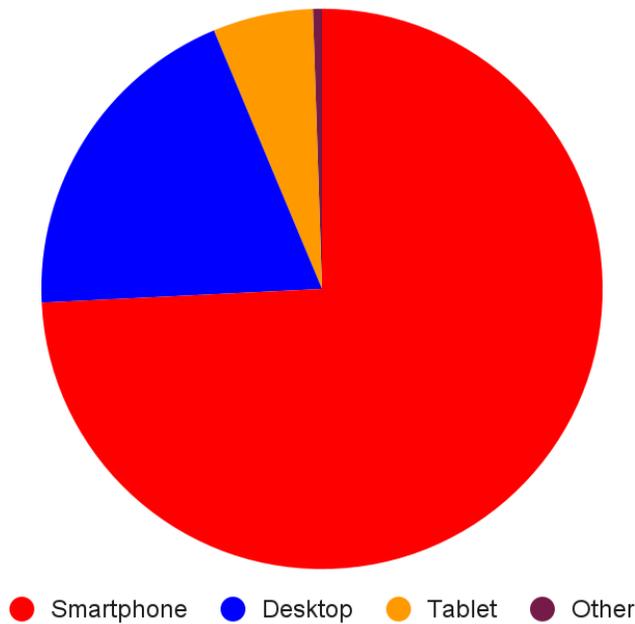
As for security, this month our team successfully intercepted over 1000 phishing attempts, highlighting our dedication to maintaining a safe digital landscape. This achievement is a result of our continuous efforts to strengthen our internet security in response to evolving cyber threats. It also reflects our focus on educating our staff in secure email usage and our strict compliance with both City and Public Safety security guidelines.

## 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. Aquatic & Fitness Center
2. Online Registration
3. Beach Cameras
4. Calendar
5. News Flash
6. Search
7. Group Fitness Schedule
8. Bill Pay
9. Park & Sports Complex
10. St Patrick's Day Parade

## MOBILE APPLICATION DOWNLOADS

