CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

FEBRUARY 2024

INFORMATION SERVICES

IS INITIATIVES AND CITY SOFTWARE UPDATES

NMB Help Desk Performance:

In February, City employees submitted more than 260 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 February, the Planning Department issued over 280 building permits with the help of the online building permit software.

Parking Registrations: The software for the parking registration is now ready, gearing up for the parking season beginning in March for NMB residents. This readiness comes after a detailed testing phase that ensured the reliability and functionality of the database, registration forms, and other essential system components.

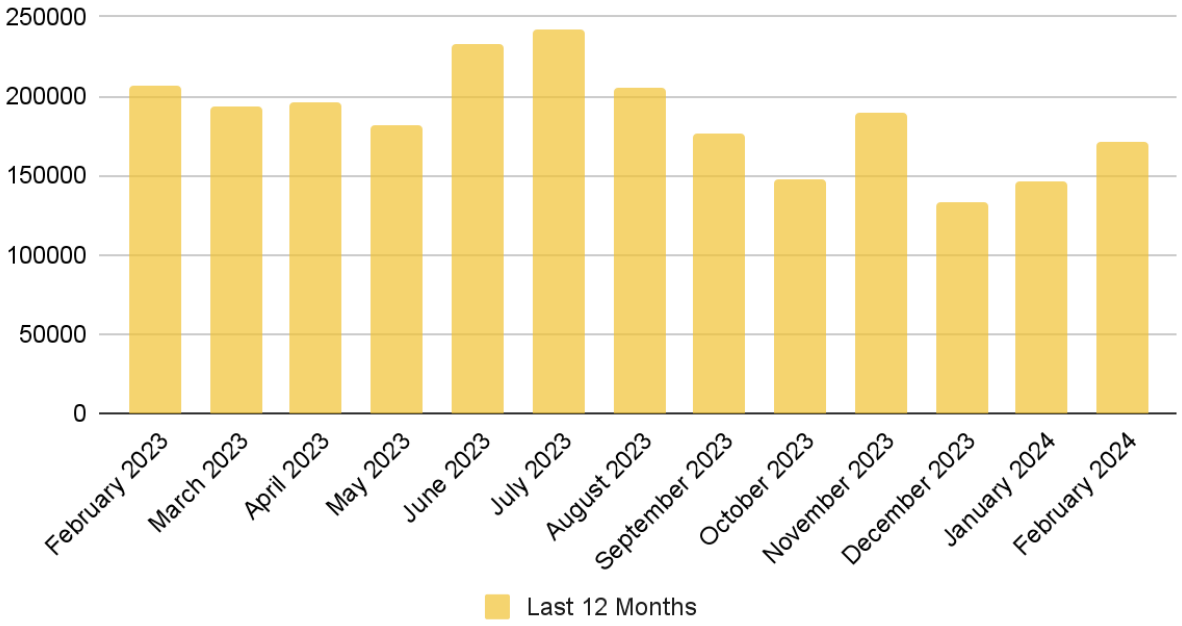
Project Updates and Security

Information Services continues to focus on various IT projects, enhancing our management of both virtual and physical server assets. We are diligently optimizing all processes and software to improve operational efficiency and stability. Network enhancements in the Public Safety building are progressing well, alongside ongoing technology planning for the forthcoming fire station. Additionally, we are extending our monitoring network, adding more cameras across municipal buildings and public areas to improve safety and oversight capabilities citywide.

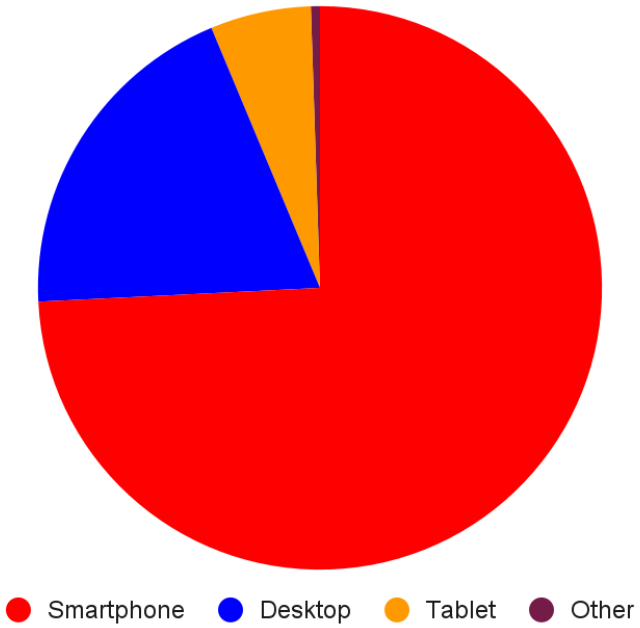
Regarding cybersecurity, we've made significant headway this month, intercepting over 1200 phishing attacks, showcasing our unwavering commitment to safeguarding our digital environment. These efforts are part of our strategy to bolster our defenses against the constantly evolving landscape of cyber threats, including comprehensive training in secure email practices and adhering to stringent City and Public Safety security standards.

NMB.US WEBSITE AND VISITOR STATISTICS

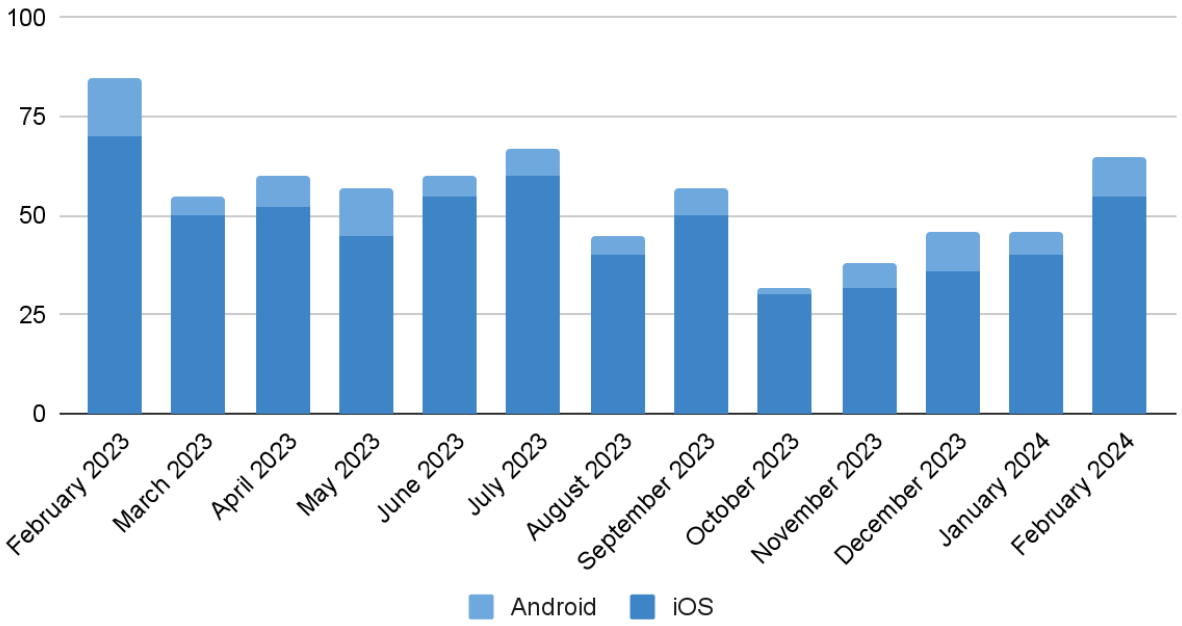
NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP NMB.US PAGES DURING THE MONTH

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

MOBILE APPLICATION DOWNLOADS