CITY OF NORTH MYRTLE BEACH
MONTHLY REPORT

MARCH 2024

INFORMATION SERVICES

IS INITIATIVES AND CITY SOFTWARE UPDATES

NMB Help Desk Performance:

In March, City employees submitted over 310 requests spanning a range of technical needs. These included setting up wireless printing, acquiring new desktop computers for both new hires and current staff, repairing and troubleshooting mobile phones, updating passwords, and installing various software, including new security applications. Additionally, the duties involved integrating new team members into our systems and providing technical support across these areas.

Online Registrations:

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

Parking Registrations: From the start of the parking season through the end of March, a total of 8,948 parking registrations were recorded.

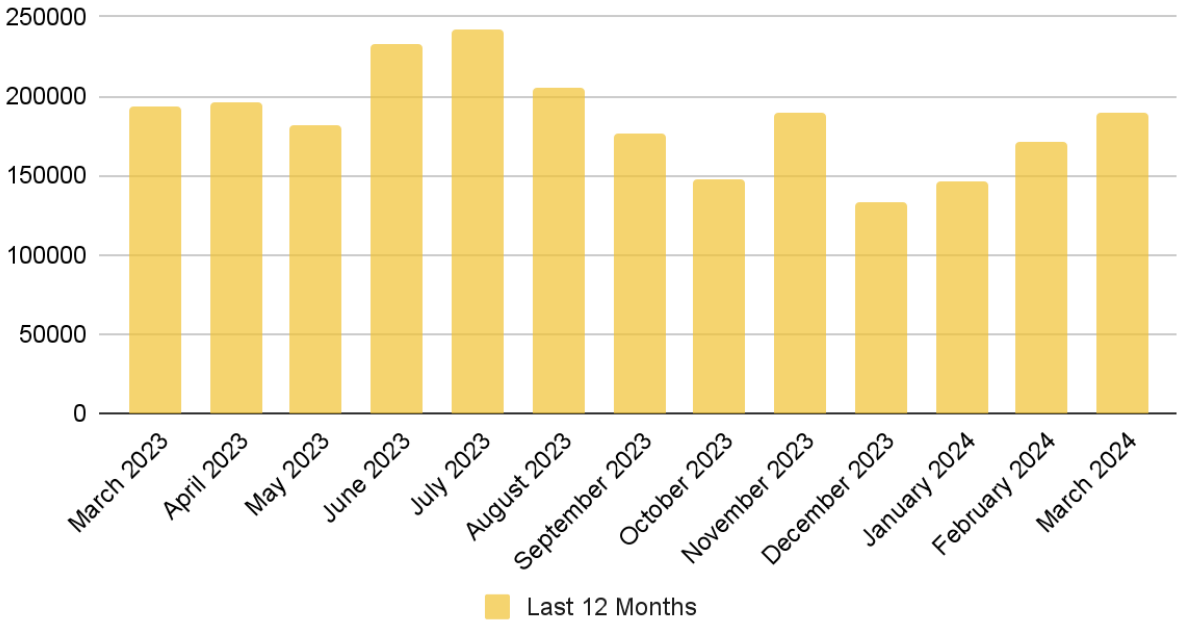
Project Updates and Security

Information Services remains committed to advancing numerous IT initiatives, focusing on the enhancement of both our virtual and physical server infrastructures. We are continuously working to enhance the efficiency and stability of all our processes and systems. Current efforts include significant network upgrades within the Public Safety building and strategic technological preparations for a new fire station. Moreover, we are augmenting our monitoring systems by installing additional cameras in municipal buildings and across the city, aimed at bolstering safety and surveillance ahead of the summer season in 2024.

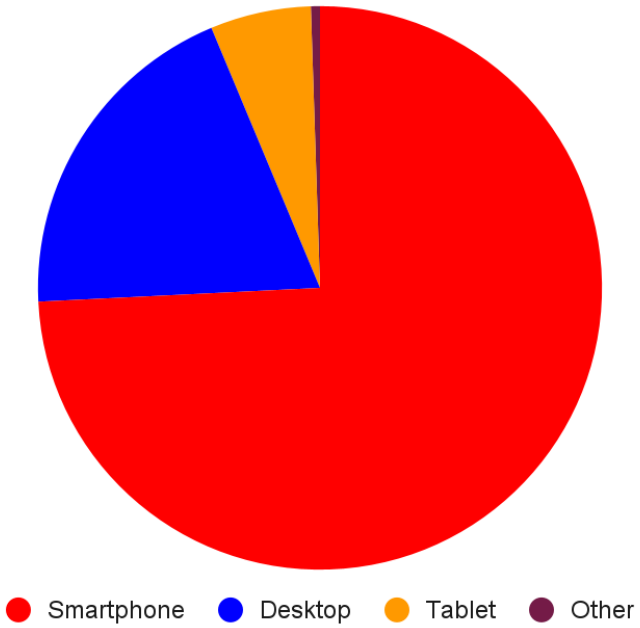
On the cybersecurity front, we have achieved notable progress this month by intercepting over 1290 phishing attempts, underscoring our dedication to maintaining a secure digital landscape. Our efforts to combat the dynamic threats of cyber attacks involve rigorous training in secure email usage and strict compliance with the demanding security protocols of both the City and Public Safety.

NMB.US WEBSITE AND VISITOR STATISTICS

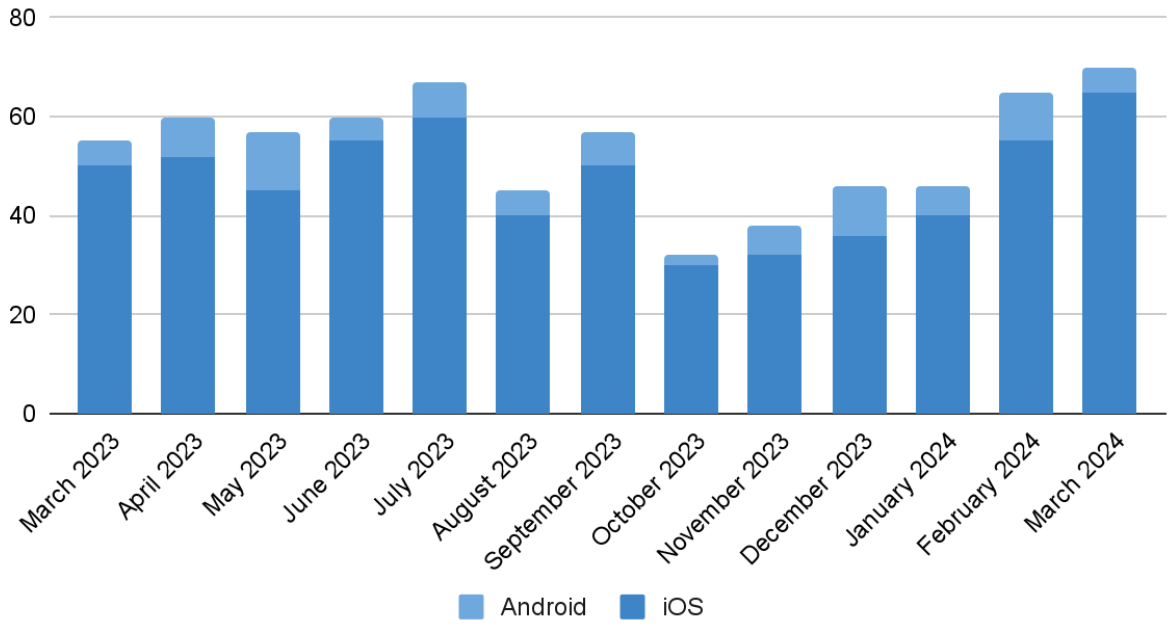
NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP NMB.US PAGES DURING THE MONTH

1. Aquatic & Fitness Center
2. Youth Sports
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