CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

APRIL 2024

INFORMATION SERVICES

IS INITIATIVES AND CITY SOFTWARE UPDATES

NMB Help Desk Performance:

In April, city staff submitted more than 310 requests covering various technical needs. These requests ranged from establishing wireless printing to acquiring new desktop computers for both new and existing employees. The tasks also included mobile phone repairs and troubleshooting, password updates, and the installation of different software, including new security programs. Additionally, responsibilities entailed integrating new team members into our applications and delivering technical support across various systems and services.

Online Registrations:

Online Permits: In April, the Planning Department issued over 290 building permits with the help of the online building permit software.

Parking Registrations: In April, a total of 1801parking registrations were recorded.
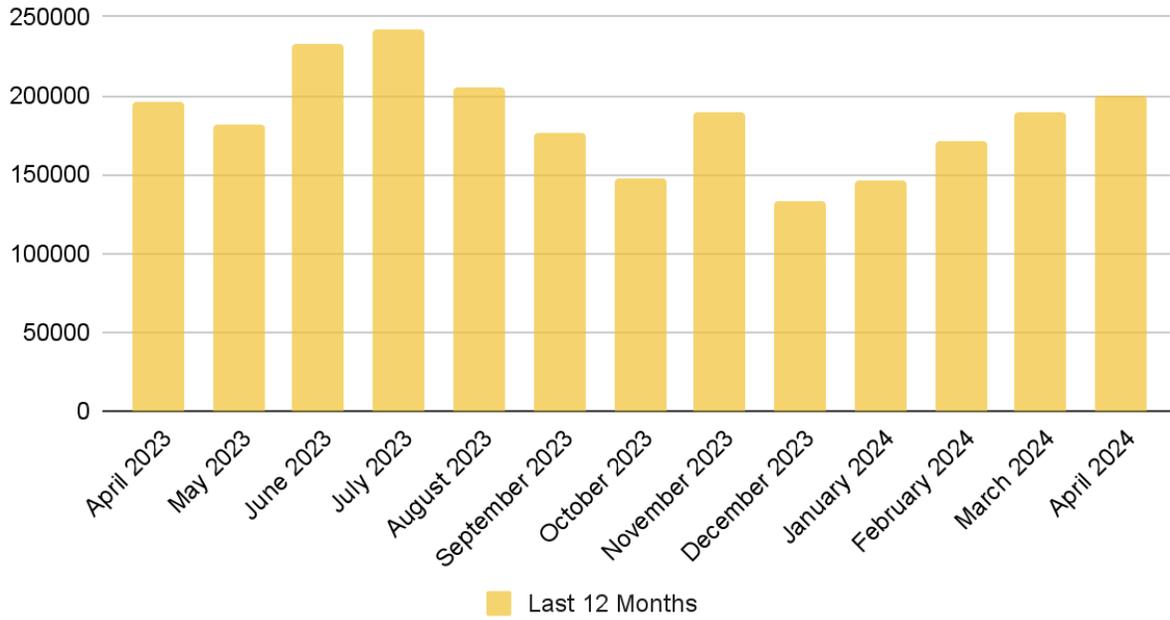
Project Updates and Security

The Information Services department is actively engaged in several IT projects aimed at improving our server infrastructures, both virtual and physical. Our ongoing efforts are focused on increasing the efficiency and stability of all our processes and systems. Current initiatives include upgrading network capabilities within the Public Safety building and making technological preparations for a new fire station.
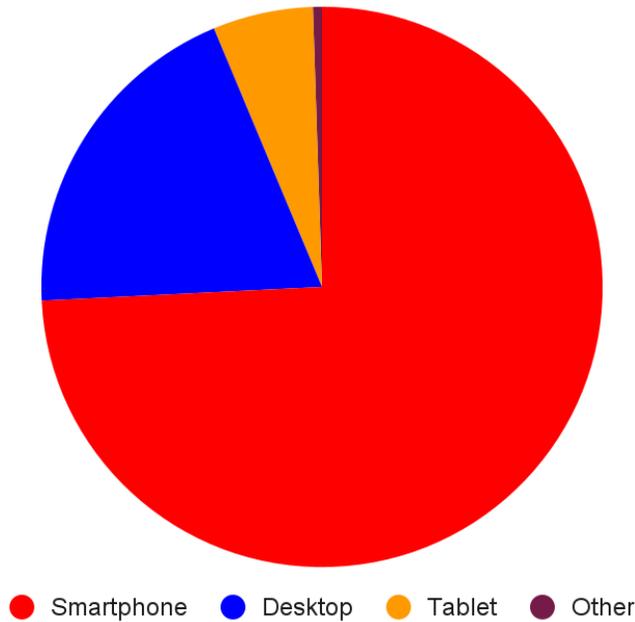
In the area of cybersecurity, we have made significant progress this month by intercepting over 1458 phishing attempts, which highlights our commitment to ensuring a secure digital environment. Our approach to combating cyber threats includes comprehensive training on secure email usage and adherence to the strict security protocols mandated by both the City and Public Safety departments.

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. Youth Sports
3. Parking Registration

4. Group Fitness Schedule
5. News Flash

6. Bill Pay
7. Beach Cameras
8. Search

9. Park & Sports Complex
10. Calendar

MOBILE APPLICATION DOWNLOADS

Legend: Android, iOS