



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - JULY 2024



MONTHLY SUMMARY

In July 2024, the IT team at the City of North Myrtle Beach continued to demonstrate strong performance in both technical support and system administration. The Help Desk team managed a substantial volume of tickets, efficiently resolving the majority and addressing a diverse range of user requests. The system administration team focused on maintaining network stability, enhancing security measures, and ensuring the health of critical systems.

Key Highlights:

- **Help Desk Performance:**
 - Managed 278 new tickets, resolving 249.
 - Peak activity from 9 AM to 12 PM.
 - Addressed email redirections, account management, and device setups.
 - Conducted VM maintenance and migrations.
- **Systems and Security:**
 - Documented permissions and managed user accounts.
 - Performed critical VM maintenance and system upgrades.
 - Installed security and monitoring software, set up backup schedules.
 - Ensured antivirus protection across 96% of devices.
- **Website and Visitor Statistics:**
 - Top Pages: Chair & Umbrella Rentals, North Myrtle Beach, SC Overview.
 - User Engagement: Increase in user activity across the site.
 - Geographic Distribution: Highest activity from the United States, with significant engagement from regional users.

These efforts reflect the department's ongoing commitment to maintaining a robust IT infrastructure, providing excellent user support, and improving overall service quality for the city.

DETAILED REPORT AND ANALYSIS

Help Desk Performance:

In July, the Help Desk team managed a total of 278 new tickets and successfully resolved 249 of them, with 19 remaining open. The team handled tickets effectively throughout the week, with peak activity occurring between 9 AM and 12 PM. Key activities included redirecting emails, removing terminated employees' accounts, and creating user accounts for new and seasonal employees. The team performed essential virtual machine (VM) maintenance, including expanding data drives and migrating VMs to new hardware. They also addressed numerous user requests, such as email searches and setting up new devices. Technicians resolved various technical issues, from configuring new software to troubleshooting system errors. Regular meetings were held to coordinate efforts and address ongoing technical challenges, ensuring continuous improvement of services and operational efficiency.

Systems and Security:

In July, the system administration team completed several key tasks to enhance network operations and security. They documented permissions for shared resources, managed user accounts, and ensured antivirus protection was active and up-to-date across 96% of devices. Critical virtual machine (VM) maintenance and system upgrades were conducted, along with the expansion of data drives and the setup of new service accounts and software. The team also focused on enhancing security by installing monitoring software, setting up backup schedules, and deploying scanners. Regular meetings were held to coordinate efforts and address technical issues, ensuring the continuous improvement of IT infrastructure and services.

Web Analytics Report for July 2024:

Top 10 Pages by Page Name:

1. Chair & Umbrella Rentals
2. North Myrtle Beach, SC Overview
3. Search
4. Beach Cameras
5. Music on Main Concert Series
6. Aquatic & Fitness Center
7. Park & Sports Complex
8. City Events Page
9. Public Safety Announcements
10. Tourism Information

Additional Insights:

- **New Users:** Increase in new users visiting the site.
- **Total Users:** Growth in total users compared to previous months.
- **Top Traffic Sources:**
 - Organic Search
 - Direct
 - Referral
 - Organic Social

Geographic Distribution by Country:

- **United States:** Highest user activity, with notable regional engagement.

This summary highlights the IT team's dedication to maintaining network stability, enhancing security, and providing top-tier technical support, ensuring the city's digital infrastructure remains resilient and effective.

Note: This month's report does not include charts due to a recent upgrade in our data visualization tools. During the upgrade process, compatibility issues were identified that affected the rendering of our usual charts. The team is currently working on resolving these issues, and we expect to have the charts fully operational and integrated into the report by next month.