CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - AUGUST 2024

MONTHLY SUMMARY

In August 2024, the IT team at the City of North Myrtle Beach continued to provide excellent technical support and system administration services. The Help Desk efficiently handled a high volume of tickets, resolving most of them in a timely manner, while the system administration team worked to enhance network stability and security.

Key Highlights:

- **Help Desk Performance:**
  - Managed **266 new tickets**, resolving **238**.
  - Peak activity occurred from **9 AM to 12 PM**.
  - Tasks included email redirections, account management, and device setups.
  - Conducted **VM maintenance** and **migrations**.
- **Systems and Security:**
  - Documented permissions, managed user accounts, and maintained antivirus coverage for **96% of devices**.
  - Performed critical VM maintenance, system upgrades, and data drive expansions.
  - Installed security and monitoring software, set up backup schedules, and deployed system scanners.
- **Website and Visitor Statistics:**
  - Top Pages: Chair & Umbrella Rentals, Beach Cameras, and North Myrtle Beach Overview.
  - User Engagement: Significant increase in activity.
  - **Geographic Distribution**: Highest activity from the **United States**, followed by **Hong Kong** and **Canada**.

DETAILED REPORT AND ANALYSIS

Help Desk Performance:

In **August 2024**, the Help Desk team handled **266 tickets**, resolving **238** with **20 tickets still open**. The team was busiest from **9 AM to 12 PM**, managing tasks such as redirecting emails, removing terminated employees' accounts, creating new user accounts for seasonal staff, and performing essential virtual machine maintenance like expanding data drives and migrating VMs to new hardware. Additionally, several new devices were set up, and technical issues were addressed, ranging from software configuration to system troubleshooting. Regular team meetings helped maintain operational efficiency and ensure the highest quality of service.

Systems and Security:

The system administration team successfully enhanced network operations and security in August. Key tasks included documenting permissions, managing user accounts, and ensuring that **96% of all devices** had up-to-date antivirus protection. They also performed essential VM maintenance and system upgrades. The team deployed new service accounts and software while implementing additional security measures like backup schedules and monitoring software to safeguard critical infrastructure.

Web Analytics Report for July 2024:

Top 10 Pages by Page Name:

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

CHARTS

Website Hits per Month (August 2023 - August 2024)
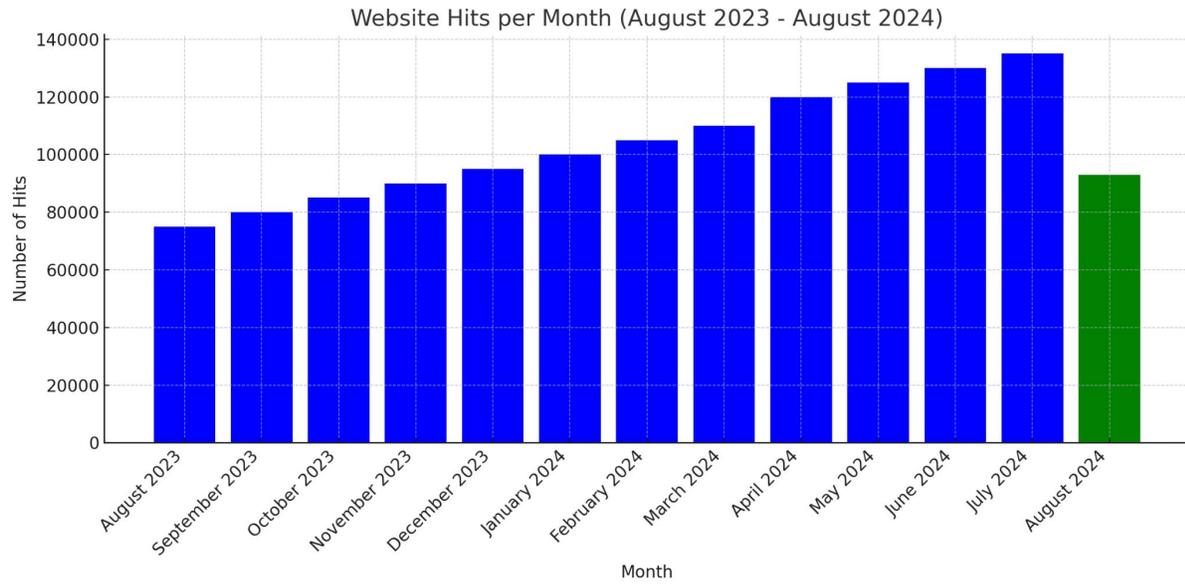
Distribution of Tickets Created by Day of the Week in August 2024