



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

**INFORMATION SERVICES - SEPTEMBER 2024**



## MONTHLY SUMMARY

In **September 2024**, the IT team at the City of North Myrtle Beach continued to deliver exceptional technical support and system administration services. The Help Desk effectively managed a substantial volume of tickets, ensuring timely resolution, while the system administration team focused on enhancing network stability and strengthening security measures.

### Key Highlights:

- **Help Desk Performance:**
  - Managed **255 new tickets**, resolving **229**.
  - 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 **97% 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: Beach Cameras, North Myrtle Beach Overview, Chair & Umbrella Rentals.
  - **User Engagement:** Continued high activity levels across the site.
  - **Geographic Distribution:** Highest activity from the **United States**, followed by **Hong Kong** and **Canada**.

## DETAILED REPORT AND ANALYSIS

### Help Desk Performance:

In **September 2024**, the Help Desk team handled **255 tickets**, resolving **229** with **23 tickets still open**. The team saw the busiest times from **9 AM to 12 PM**, handling tasks such as redirecting emails, removing terminated employees' accounts, creating user accounts for new and part-time staff, and performing essential virtual machine maintenance like expanding data drives and migrating VMs to new hardware. Additionally, the team handled numerous technical issues, from software configuration to troubleshooting system errors. The consistent efforts of the team ensured operational efficiency and high-quality service.

### Systems and Security:

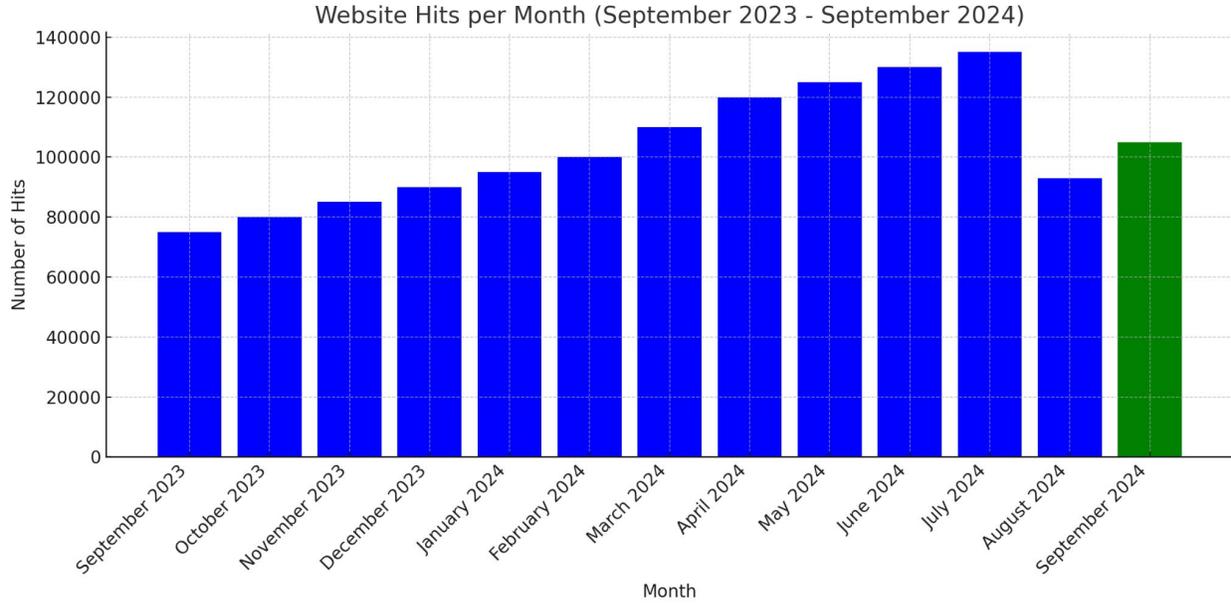
The system administration team made significant progress in enhancing network operations and security throughout the month. They documented permissions, managed user accounts, and ensured **97% of all devices** had active, up-to-date antivirus protection. Critical tasks included VM maintenance, system upgrades, and the installation of security and monitoring software. The team also set up backup schedules and deployed scanners, further strengthening the city's IT infrastructure.

### Web Analytics Report for September 2024

#### Top 10 Pages by Page Name:

1. Beach Cameras | North Myrtle Beach
2. North Myrtle Beach, SC Overview
3. Chair & Umbrella Rentals | North Myrtle Beach
4. Irish Italian International Festival
5. Aquatic & Fitness Center
6. Police | North Myrtle Beach, SC
7. Search | North Myrtle Beach, SC
8. Park & Sports Complex
9. Public Safety Announcements
10. Tourism Information

### CHARTS



Distribution of Help Desk Tickets Created by Day of the Week in September 2024

