



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

**INFORMATION SERVICES** - NOVEMBER 2024



## MONTHLY SUMMARY

In **November 2024**, the IT team at the City of North Myrtle Beach continued its strong performance, handling high ticket volumes and completing vital system administration tasks. The Help Desk maintained efficient operations, ensuring timely resolution of issues, while the system administration team implemented network improvements and security updates.

### Key Highlights:

#### Help Desk Performance:

- Managed **291 new tickets**, resolving **245** and closing the majority successfully.
- Peak activity occurred from **9 AM to 12 PM**.
- Tasks included email redirections, account management, and device setups.
- Conducted **system upgrades** and **server decommissioning**.

#### Systems and Security:

- Decommissioned several outdated servers and completed multiple virtual server migrations.
- Performed system upgrades and maintained antivirus coverage across **97% of devices**.
- Implemented security patches and backup schedules to strengthen infrastructure.

#### Website and Visitor Statistics:

- **Top Pages:** “The Great Christmas Light Show,” North Myrtle Beach Overview, and Bill Pay.
- **User Engagement:** Sustained high activity levels.
- **Geographic Distribution:** Highest activity from the **United States**, followed by **Canada** and **Hong Kong**.

## DETAILED REPORT AND ANALYSIS

### Help Desk Performance:

In **November 2024**, the Help Desk team handled **291 tickets**, resolving **245** with **27 remaining open**. Peak activity occurred between **9 AM and 12 PM**. Key tasks included redirecting emails, onboarding new users, deactivating accounts, and setting up devices for employees. The team also performed critical system upgrades and assisted with virtual machine migrations. Regular team meetings ensured streamlined workflows and consistent service quality.

### Systems and Security:

The system administration team executed several key initiatives in November, including:

- Decommissioning outdated servers and migrating essential services to updated virtual machines.
- Enhancing network infrastructure by adding new VLANs and reconfiguring jumbo frames.
- Ensuring that antivirus protection remained up-to-date on **97% of all devices**.
- Addressing security vulnerabilities with timely patch deployments and monitoring software upgrades.

### Web Analytics Report for November 2024

#### Top 10 Pages by Page Name:

1. The Great Christmas Light Show | North Myrtle Beach
2. North Myrtle Beach, SC Overview
3. Bill Pay | North Myrtle Beach
4. Aquatic & Fitness Center | North Myrtle Beach
5. Search | North Myrtle Beach
6. Beach Cameras | North Myrtle Beach
7. Dashing Through The Glow | North Myrtle Beach
8. Document Center | North Myrtle Beach
9. City Events Calendar
10. Public Safety Announcements

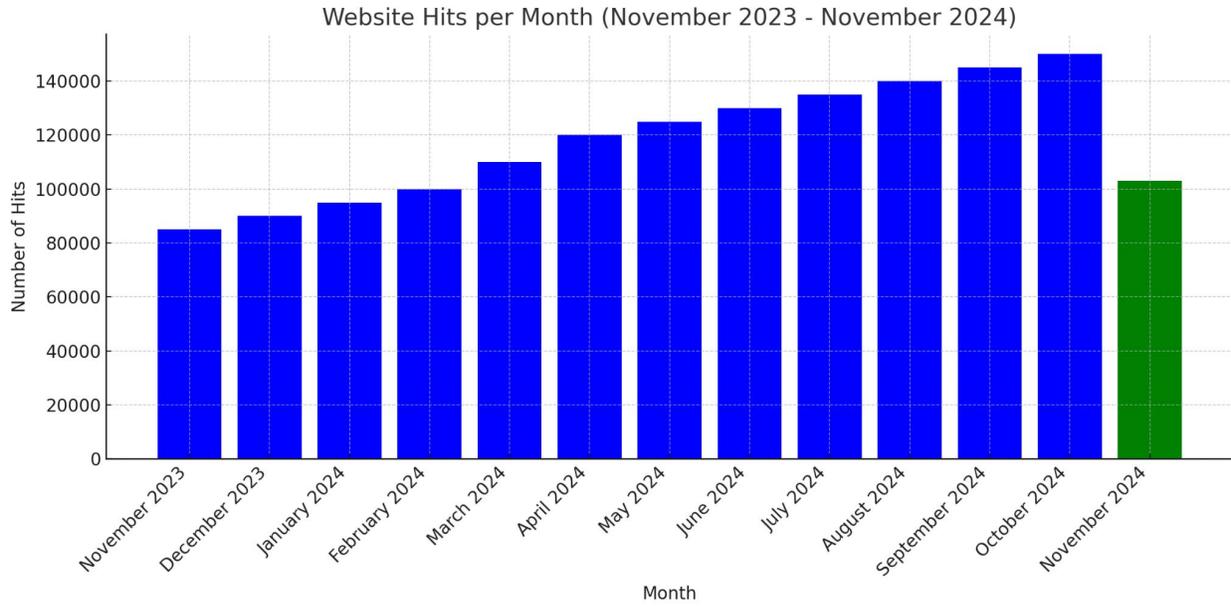
**Additional Insights:**

- **New Users:** 56,000 new users visited the site.
- **Total Users:** High engagement across key pages, with **62,000 active users** over the month.

**Top Traffic Sources:**

- **Organic Search:** 59,000 users
- **Direct Traffic:** 23,000 users

### CHARTS



### Distribution of Tickets Created by Day of the Week

