



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - DECEMBER 2024



MONTHLY SUMMARY

In **December 2024**, the IT team at the City of North Myrtle Beach demonstrated outstanding commitment to system administration and technical support, ensuring the smooth operation of critical systems and services. The Help Desk effectively handled ticket volumes, resolving issues promptly, while the system administration team implemented key updates and system improvements.

Key Highlights:

Help Desk Performance:

- Managed **235 new tickets**, resolving **197**.
- Peak activity occurred from **9 AM to 12 PM**.
- Tasks included email issues, user account setups, and device configurations.
- Mean Time to Resolve: **2 days, 1 hour, 51 minutes**.

Systems and Security:

- Completed deployment of monthly operating system and third-party patches.
- Deployed updated SCAP and Eval-STIG scanners.
- Rebuilt and reconfigured key Virtual Desktop Infrastructure (VDI) components.
- Ensured **96% antivirus coverage** for all devices.

Website and Visitor Statistics:

- **Top Pages:** "The Great Christmas Light Show," North Myrtle Beach Overview, and Aquatic & Fitness Center.
- **User Engagement:** Sustained high activity, driven by seasonal events.
- **Geographic Distribution:** Highest activity from the **United States**, followed by **Canada** and **France**.

DETAILED REPORT AND ANALYSIS

Help Desk Performance:

In **December 2024**, the Help Desk team managed **235 tickets**, resolving **197** with **27 tickets still open**. The team was busiest between **9 AM and 12 PM**, addressing tasks such as email redirections, setting up accounts for part-time users, and resolving technical issues like software deployment errors. With a **92.1% one-touch resolution rate**, the team showcased efficiency in handling tickets. Common issues included calendar and email access problems, which were mitigated through IT support and whitelist updates.

Systems and Security:

The system administration team completed critical system improvements, including:

- **Reconfiguration of VMWare Horizon and creation of virtual machines** for essential applications.
- Deployment of updated **group policy templates** and **backup configurations** for increased reliability.
- Ensuring antivirus protection was active and up-to-date on **96% of devices**.
- Migration and upgrades of multiple systems, including **Laserfiche** and **Public Safety servers**.

Web Analytics Report for December 2024

Top 10 Pages by Page Name:

1. The Great Christmas Light Show | North Myrtle Beach
2. North Myrtle Beach, SC Overview
3. Aquatic & Fitness Center | North Myrtle Beach
4. Search | North Myrtle Beach
5. Bill Pay | North Myrtle Beach
6. Christmas Parade | North Myrtle Beach
7. Park & Sports Complex | North Myrtle Beach
8. Public Safety Announcements
9. Tourism Information
10. Document Center | North Myrtle Beach

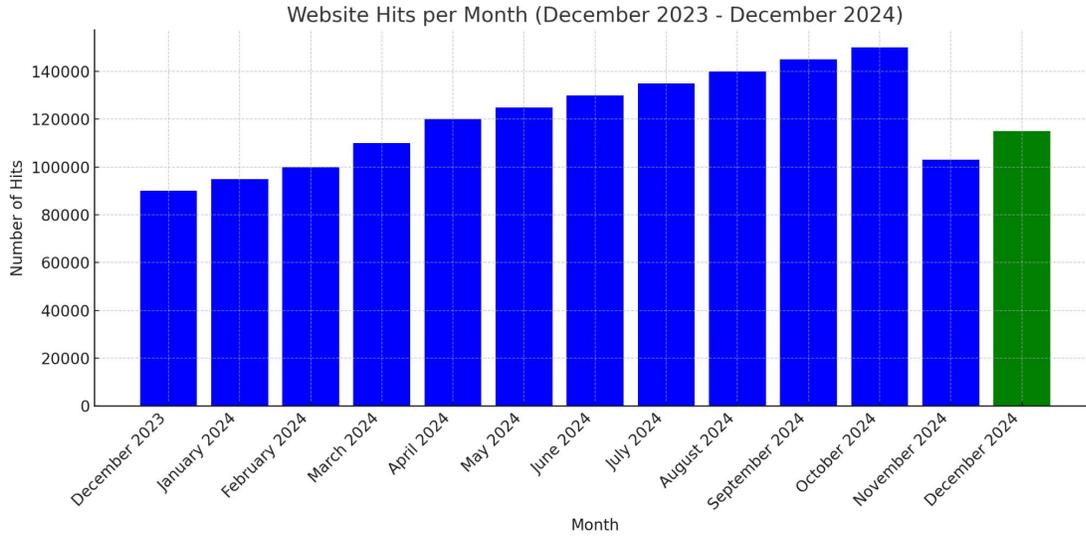
Additional Insights:

- **New Users:** 73,000 new users visited the site.
- **Total Users:** Sustained engagement across key pages, with **80,000 active users**.
- **Top Traffic Sources:**
 - **Organic Search:** 90,000 users
 - **Direct Traffic:** 27,000 users
 - **Referral Traffic:** 9,100 users
 - **Organic Social:** 5,300 users

Geographic Distribution by Country:

- **United States:** 78,000 users
- **Canada:** 372 users
- **France:** 236 users

CHARTS



Distribution of Resolved Tickets by Day of the Week

