



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - AUGUST 2025



MONTHLY SUMMARY

In August 2025, the IT team at the City of North Myrtle Beach continued to deliver consistent support and maintenance services across departments. The Help Desk effectively managed a high volume of tickets with a strong resolution rate, while the systems team maintained a stable and secure infrastructure.

Key Highlights

Help Desk Performance

- Managed **279 new tickets**, resolving **254** and closing the majority successfully.
- Peak activity occurred between **9 AM and 12 PM**.
- Frequent tasks included account support, device setups, email adjustments, and end-user assistance.
- Maintained efficient ticket turnaround with an average resolution time of just over **7 days**.
- Most tickets were resolved within **0–5 hours (52%)**, showing a responsive service approach.

Systems and Security

- Carried out critical upgrades to user devices and internal tools.
- Performed system imaging, drive migrations, and permissions documentation.
- Ensured backup procedures were followed and monitored for endpoint protection across the network.
- Continued enforcing standardization in account access and implemented service enhancements for file storage and performance.

Website and Visitor Statistics

- **Total Web Hits:** 52,000+
- **Top Pages:**
 - Beach Cameras
 - Chair & Umbrella Rentals
 - City Overview

DETAILED REPORT AND ANALYSIS

Help Desk Performance

In August, the Help Desk processed **279 tickets**, closing **254** and keeping **25 open or pending**. Mondays and Tuesdays were the busiest days, with consistent submission volume tapering off by the end of the week. The busiest hour blocks were between **9 AM and noon**, which accounted for nearly 40% of ticket traffic. Tasks ranged from managing routine account updates and PC setups to escalated permission issues and troubleshooting. The team maintained a strong first-response time (~1 day) and achieved **30% one-touch resolutions**, indicating efficiency in quickly addressing user needs.

Systems and Security

The systems administration team focused on support for ongoing projects and backend improvements. Key responsibilities in August included:

- Rebuilding, imaging, and upgrading multiple staff devices.
- Expanding drive space, migrating VMs, and documenting file access.
- Managing shared storage organization, tracking patch statuses, and enforcing consistent naming conventions.
- Monitoring endpoint health and reinforcing standardization of logon procedures and access permissions.

These activities collectively reinforced IT resilience and streamlined user experiences across departments.

Web Analytics – August 2025

- **Top 10 Pages:**
 - Beach Cameras
 - Chair & Umbrella Rentals
 - North Myrtle Beach Overview
 - Aquatic & Fitness Center
 - City Parks & Sports Complex
 - City Events
 - Search
 - Police Department
 - Tourism Information
 - Public Safety Announcements

- **New Users:** 48,000+
- **User Sessions:** Strong engagement across primary service areas.
- **Top Countries:**
 - United States
 - Canada
 - United Kingdom