CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - SEPTEMBER 2025

MONTHLY SUMMARY

In September 2025, the IT team at the City of North Myrtle Beach continued to provide responsive technical support and proactive system administration. The Help Desk team handled a consistent volume of tickets while maintaining efficient resolution times. System administrators focused on software updates, device management, and maintaining network reliability.

Key Highlights:

Help Desk Performance:

- Managed 266 new tickets, resolving 213.
- Peak activity occurred between 9 AM and 12 PM, with the most tickets submitted on Tuesdays (71) and Mondays (62).
- Common tasks included email troubleshooting, device configuration, account management, and resolving employee support requests.
- Mean time to resolution was 5 days and 39 minutes, with 47% of tickets resolved in under 5 hours.
- First response time averaged 1 day, 16 hours, and 59 minutes.

Systems and Security:

- Over 24,000 software updates were performed.
- 3763 hardware items were added and 3742 removed, reflecting proactive lifecycle management.
- The team maintained 100% server uptime and ensured 97% disk health across all devices.
- Additional efforts included disk space optimization and resolving alerts across key workstations.

Website and Visitor Statistics:

- Total Web Hits in September 2025: 313,153
- Top traffic sources: Organic search and direct links.

DETAILED REPORT AND ANALYSIS

Help Desk Performance

In September, the Help Desk team processed 266 tickets, of which 213 were resolved or closed. The busiest days were Tuesday (71) and Monday (62), with peak hours between 9 AM and 12 PM, consistent with citywide staff working hours. The team addressed a wide range of issues such as setting up new user devices, troubleshooting software, resolving login and email issues, and deploying updates.

- Resolution Time Distribution:
  - 0–5 hours: 47%
  - 5–24 hours: 11%
  - 1–7 days: 29%
  - 7–30 days: 10%
  - More than 30 days: 3%

Systems and Security

System administration efforts focused on maintaining infrastructure health, including:

- Monitoring disk space and resolving alerts for machines approaching storage limits.
- Processing over 24,000 software updates and maintaining device compliance across 331 endpoints, including 323 Windows devices and 7 Mac systems.
- Performing hardware additions/removals to ensure devices remain current and functional.
- Maintaining a 100% server uptime rate and addressing alerts on critical systems.

The team also managed account permissions, device lifecycle processes, and backend services to support seamless operations across departments.

Website Analytics – September 2025

Total Page Hits: 313,153

Top 10 Pages – September 2025

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

Top Countries:

- United States
- Canada
- Germany
- India

Top Traffic Sources:

- Organic Search
- Direct Traffic
- Referral Links

Key Page Trends:

- Seasonal topics and service-related pages received the highest attention.
- Continued user engagement growth over summer levels.