CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - OCTOBER 2025

MONTHLY SUMMARY

In October 2025, the IT team continued to provide stable and responsive technical support for the City of North Myrtle Beach. The Help Desk team efficiently managed service tickets, while system administrators oversaw critical updates, virtual environment improvements, and departmental transitions. Website usage remained high, with strong public engagement and steady traffic.

Key Highlights:

Help Desk Performance

- Tickets Opened: 125
- Tickets Resolved: 116
- Peak hours: 9 AM – 12 PM, with highest volume on Tuesdays and Mondays
- Frequent tasks included:
    - Device provisioning and troubleshooting
    - Account creation and termination
    - Email redirection and access requests
- Average Resolution Time: 4 days, 10 hours
- One-Touch Resolution Rate: 36%
- 47% of tickets resolved in under 5 hours

Systems and Security

- Completed VDI standby pool setups across multiple departments
- Managed onboarding and offboarding for full-time and part-time staff across multiple city departments
- Upgraded internal monitoring tools and reviewed remote access policies
- Cleaned up legacy systems and performed license updates for local clients
- Completed secure storage planning, power setting policies, cable replacements, and cloud mailbox retention updates
- Maintained 100% server uptime and strong endpoint coverage

Website and Visitor Statistics

- Total Active Users: 75,000
- New Users: 68,000

DETAILED REPORT AND ANALYSIS

Help Desk Performance

In October, the Help Desk logged **125 tickets**, resolving **116** by month-end. Most requests arrived during early weekdays and workday mornings, with Tuesdays recording the highest activity. The average resolution time dropped to **4 days, 10 hours**, indicating timely closure of most requests.

Top Request Types:

- Email troubleshooting
- File transfers
- Calendar and credential access
- Device support and remote login setup

Workload Distribution:

- Most active assignees: Diahann Cummings (45), Bright Drah (28), Carlton Simmons (24)
- Highest number of ticket resolutions: Diahann Cummings (47), Bright Drah (23), Carlton Simmons (24)

Systems and Security

The systems administration team delivered steady support and handled technical transitions for several departments. Notable actions included:

- Creating new user accounts and reassigning roles for Parks & Recs, Police, Fire, HR, Public Works, and Admin departments
- Terminating dozens of seasonal and full-time accounts
- Updating group policies, license assignments, and backup protocols
- Performing full backups of critical VMs
- Upgrading scanners, creating temporary VMs, and removing obsolete ones

Web Analytics – October 2025

Total Web Hits: 192,000 page views

New Users: 68,000

Average Engagement Time: 44 seconds per user

Top 10 Most Visited Pages:

1. **Beach Cameras** – 17,000 views
2. **North Myrtle Beach Overview** – 16,000
3. **Search Page** – 9,100
4. **Aquatic & Fitness Center** – 8,800
5. **News Flash / Announcements** – 5,700
6. **Bill Pay Portal** – 5,400
7. **Events Calendar** – 5,400
8. **Park & Sports Complex** – 4,800
9. **Tourism Info** – 4,300
10. **Public Safety Announcements** – 4,200

Top User Countries:

- United States: 53,000
- China: 20,000