CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - JANUARY 2026

MONTHLY SUMMARY

In January 2026, the City of North Myrtle Beach IT Department supported consistent operations across the organization, beginning the year with strong help desk performance, focused system maintenance, and a continued emphasis on staff training. Ticket activity remained steady throughout the month, with a balanced distribution across weekdays and peak engagement during morning hours. The systems team resolved several hardware and access issues while laying groundwork for improved internal workflows. Website traffic remained strong, with lingering holiday interest boosting engagement. The team also facilitated multiple training sessions aimed at improving security awareness and operational competency.

Key Highlights

Help Desk Performance

The Help Desk team handled 196 new tickets in January, resolving 172 by the end of the month. Morning hours between 9 AM and 12 PM remained the busiest, with peak ticket generation occurring midweek. The team saw continued demand for support with email, account access, peripheral setup, and login recovery. First-touch resolution improved slightly over the previous month, with more than 30% of tickets closed immediately without escalation.

- **Tickets Opened:** 196
- **Tickets Resolved:** 172
- **Tickets Reopened:** 9
- **Average Resolution Time:** 4 Days, 16 Hours
- **One-Touch Resolution Rate:** 32.6%
- **Peak Activity Time:** 9 AM – 12 PM

Systems and Security

Systems staff completed several infrastructure tasks and end-user fixes in January. Improvements focused on account synchronization, printer migrations, and minor network hardware updates. Several access issues were resolved for secure platforms, while maintenance efforts continued across core operational environments. No significant downtime or service disruptions were recorded during the month.

- Completed access troubleshooting and reinstated credential-based login for two departments
- Resolved legacy print queue issues remaining from previous month
- Deployed updates to internal file storage and VPN access control
- Began network equipment refresh at select locations

Website and Visitor Statistics

The city's website saw continued engagement in January, with residual traffic from holiday events and service-related content. The Christmas Light Show page remained the top visited despite the event ending earlier in the month. Public safety content, recreation schedules, and billing pages also ranked high in traffic, indicating seasonal interest and routine user activity.

Top Pages:

1. The Great Christmas Light Show
2. Public Safety
3. Recreation Programs
4. City Council Agendas
5. Beach Services Portal
6. Parking Information
7. Online Bill Pay
8. Event Calendar
9. Job Openings
10. Public Works – Trash Schedule

Training

Training activities continued in January with a strong focus on cybersecurity awareness, operational systems, and onboarding for new employees. The department maintained steady participation in simulated phishing exercises and security training modules. Additionally, several staff members completed specialized sessions on fixed asset workflows and system navigation to support finance and operations.

- **Total Training Hours Completed:** 85
- **Security Awareness:** 333 employees completed phishing module
- **Advanced Training:** 180 staff completed follow-up security content
- **Operational Training:** 110 staff trained on fixed asset workflows
- **New Hire IT Orientation:** 6 employees onboarded