



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - DECEMBER 2025



MONTHLY SUMMARY

In December 2025, the IT Department at the City of North Myrtle Beach continued delivering dependable support and system oversight. The Help Desk team addressed technical issues efficiently throughout the month, while the systems team finalized year-end infrastructure tasks and security improvements. Website activity remained strong, reflecting seasonal demand for city services and events.

Key Highlights:

Help Desk Performance

- **Tickets Opened:** 168
- **Tickets Resolved:** 137
- **Tickets Reopened:** 7
- **Average Resolution Time:** 8 days, 2 hours
- **One-Touch Resolution Rate:** 30%
- **Most Common Resolution Window:** 0–5 hours (54%)
- Common tasks included account assistance, device setup, login resets, and peripheral support

Systems and Security

- Deployed a new surveillance system for a public safety facility
- Resolved access issues to secure grant-related platforms
- Completed patching across core systems and supervisory control environments
- Conducted authentication data cleanup to remove duplicate entries
- Addressed timeout handling for a web-based payment platform
- Renewed certificates for external-facing city web services

Website and Visitor Statistics

- **Total Visits:** 55,852
- **Total Page Views:** 94,314
- **Engagement Trends:** Consistent public access to event schedules, service portals, and holiday content

DETAILED REPORT AND ANALYSIS

Help Desk Performance

During December, the Help Desk processed **168 new tickets**, closing **137** by month-end. Requests were most frequent early in the week, aligned with standard city operating hours.

Ticket Volume by Day:

- Monday: 53
- Tuesday: 43
- Wednesday: 33
- Thursday: 18
- Friday: 20

Average Resolved Tickets by Weekday:

- Monday: 13.8
- Tuesday: 11.4
- Wednesday: 13.3
- Thursday: 11.8
- Friday: 9.3

Resolution time analysis showed that **over half (54%) of tickets were closed within five hours**, indicating quick response to day-to-day needs. The average first response time was under two days, with a continued emphasis on early triage and resolution.

Systems and Security

System administration efforts in December focused on finalizing projects and ensuring readiness for the new year:

- Completed installation and configuration of a surveillance system for a training facility
- Implemented account fixes and secure access resolution for internal platforms
- Performed full patching and maintenance cycles on core infrastructure
- Migrated legacy authentication entries to reduce system redundancy
- Resolved user-facing service delays caused by backend timeout issues
- Renewed security certificates ahead of expiration to maintain compliance

Cybersecurity Overview

- **Spam or Phishing Emails Reported:** 12
- **Firewall Events Investigated:** 21
- **Endpoint Threats Resolved:** 9
- **Confirmed Account Compromises:** 0

Monitoring tools flagged and mitigated several minor threats. No critical incidents occurred.

Web Analytics – December 2025

Total Visits: 55,852

Page Views: 94,314

Average Engagement Time: 44 seconds

Top 10 Pages – December 2025

1. The Great Christmas Light Show
2. Aquatic & Fitness Center
3. North Myrtle Beach, SC | Homepage
4. Search
5. Beach Cameras
6. Bill Pay
7. News Flash
8. Park & Sports Complex
9. Group Fitness Schedule
10. Christmas Parade

Holiday traffic patterns reflected increased interest in city events, services, and seasonal schedules.