



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

INFORMATION SERVICES - FEBRUARY 2026



MONTHLY SUMMARY

In February 2026, the City of North Myrtle Beach IT Department continued supporting daily operations across all departments while maintaining stable infrastructure and responsive technical support. Help Desk ticket activity increased compared to the previous month, reflecting continued demand for device setup, account management, and general technical troubleshooting. The systems team focused on infrastructure maintenance, account lifecycle management, and system configuration improvements. Website engagement remained strong as residents and visitors accessed parking information, beach services, and seasonal event content. Training efforts also continued throughout the month to reinforce cybersecurity awareness and operational knowledge across staff.

Key Highlights

Help Desk Performance

The Help Desk team handled a higher volume of support requests in February, managing 219 new tickets and resolving the majority by the end of the reporting period. Morning hours between 9 AM and 12 PM continued to be the busiest time for support requests. Technicians assisted departments with password resets, device deployments, software troubleshooting, and account access changes. The team maintained steady response times and continued closing a significant portion of requests during the first support interaction.

- **Tickets Opened:** 219
- **Tickets Resolved:** 192
- **Tickets Reopened:** 11
- **Average Resolution Time:** 4 Days, 11 Hours
- **One-Touch Resolution Rate:** 34.1%
- **Peak Activity Time:** 9 AM – 12 PM

Systems and Security

Systems administration efforts in February focused on maintaining infrastructure stability, improving account management, and supporting departmental system access needs. Staff completed a variety of maintenance tasks including directory management, virtual machine provisioning, system configuration changes, and account lifecycle updates. The team also continued strengthening endpoint management and patch deployment processes while supporting internal audit preparation and infrastructure improvements. Several legacy systems and unused virtual machines were decommissioned as part of ongoing system cleanup efforts.

- Created accounts for **new full-time and part-time employees** and removed accounts for **terminated users**
- Assigned users to virtual machines and configured access to internal applications
- Cleared obsolete objects from internal directory and DNS records
- Updated endpoint patching processes and completed patch testing deployments
- Built new virtual machine pools and provisioned systems for audit requirements
- Updated security scanning components and system configuration policies

Website and Visitor Statistics

Website traffic remained strong in February, with residents frequently accessing parking registration information, beach cameras, and general city resources. Seasonal event pages also generated increased traffic as the St. Patrick's Day Parade and Festival approached. Overall site engagement continued to be driven primarily through organic search and direct traffic.

The analytics snapshot recorded **68,000 active users** and **60,000 new users** during the month. Organic search remained the largest traffic source, followed by direct visits.

Top Web Pages

1. North Myrtle Beach, SC | Official Website
2. Parking Registration
3. Parking Registration Information
4. Beach Cameras
5. Search
6. St. Patrick's Day Parade & Festival
7. Aquatic & Fitness Center
8. Parking Information
9. Public Safety
10. City Events

Training

Training efforts continued throughout February with staff participating in cybersecurity awareness activities, operational system instruction, and onboarding sessions for new employees. The department maintained regular phishing simulation exercises and ongoing security awareness education to help employees identify potential threats and follow safe computing practices. Additional operational training was also conducted to assist departments in navigating internal systems and improving day-to-day workflow efficiency.

- **Total Training Hours Completed:** 92
- **Security Awareness Training:** 347 employees completed phishing simulation modules
- **Advanced Security Training:** 201 employees completed follow-up cybersecurity modules
- **Operational Systems Training:** 118 staff participated in system workflow sessions
- **New Hire IT Orientation:** 7 employees completed onboarding sessions