



Information Services

North Myrtle Beach - Monthly Report - September 2021

City Software

NMB.US: During the month of September, the City website totaled over 134,000 views. The most popular searches include live sports cameras, Dashing Through the Glow, basketball and pickleball.

City Mobile Application: During the month of September, the City application was downloaded more than 200 times across the App Store and Google Play and had an average of 889 active sessions.

Online Permits: During the month of September, over 317 building permits were issued in the online building permit software.

NMB Help Desk: During the month of September, 95 service tickets were submitted by City staff, and 94 tickets were resolved. Ticket subjects revolved around hardware related issues (printers, PSUs, etc), website updates, intranet updates, employee data changes, employee training, computer lab setups, etc.

Notable Ongoing Projects

Council Chambers A/V Project: The Council Chambers A/V project is in the final stages of completion. Microphones, amplifiers, TVs, monitors and overall control of the system has been upgraded and tested. All that is left is consistency checks and audio level adjustments that will happen during the months of October and November.

Software Upgrades: Assisted with upgrading and implementing software for various departments including service tickets, payroll, online billing payments and employee onboarding.

Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more.