



Information Services

North Myrtle Beach - Monthly Report - October 2021

City Software

NMB.US: During the month of October, the City website totaled over 121,000 views. The most popular searches include pickleball, The Great Light Christmas Show, Christmas Parade and Dashing Through the Glow.

City Mobile Application: During the month of October, the City application was downloaded more than 220 times across the App Store and Google Play and had an average of 805 active sessions.

Online Permits: During the month of October, over 333 building permits were issued in the online building permit software.

NMB Help Desk: During the month of October, 115 service tickets were submitted by City staff, and 110 tickets were resolved. Ticket subjects revolved around hardware related issues (printers, PSUs, etc), website updates, intranet updates, new Desktop computers plus setup, software installations, new hires and Christmas show related.

Notable Ongoing Projects

The Great Christmas Light Show: Assisting Parks & Recreation on the setup and programming of the Great Christmas Light Show. This work will continue up to and after the opening of the show.

Software Upgrades: Continued assistance with upgrading and implementing software for various departments including service tickets, payroll, online billing payments, work orders, interactive maps, 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. Have recently tested and are working to upgrade to a software package that helps detect and eliminate phishing attempts.