



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

NOVEMBER 2021

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

Online Permits: During the month of November, over 282 building permits were issued in the online building permit software.

NMB Help Desk: During the month of November, 125 service tickets were submitted by City staff, and 118 tickets were resolved. Ticket subjects revolved around hardware related issues (printers, PSUs, etc), website and intranet updates, new Desktop computers plus setup, software installations, new hires, onboarding and Christmas show related.

Current / Future Projects

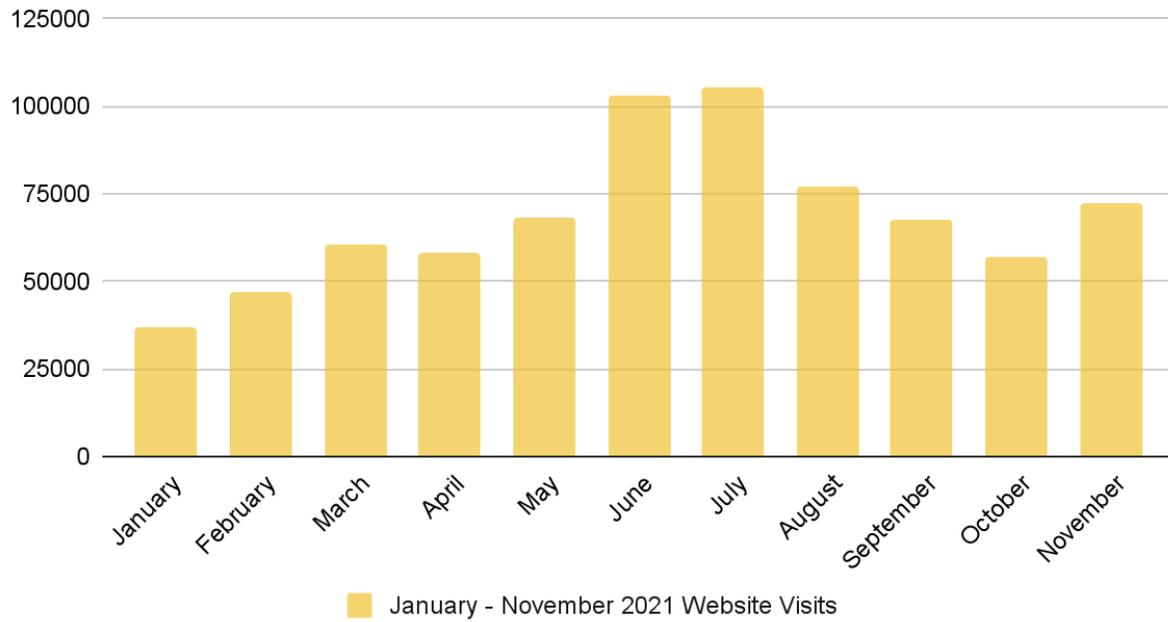
The Great Christmas Light Show: Assisting Parks & Recreation on the setup and programming of the Great Christmas Light Show as well as troubleshooting any issues that arise during the show. This includes wireless and internet service for point of sale, light programming, etc. This work will continue through the entirety 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.

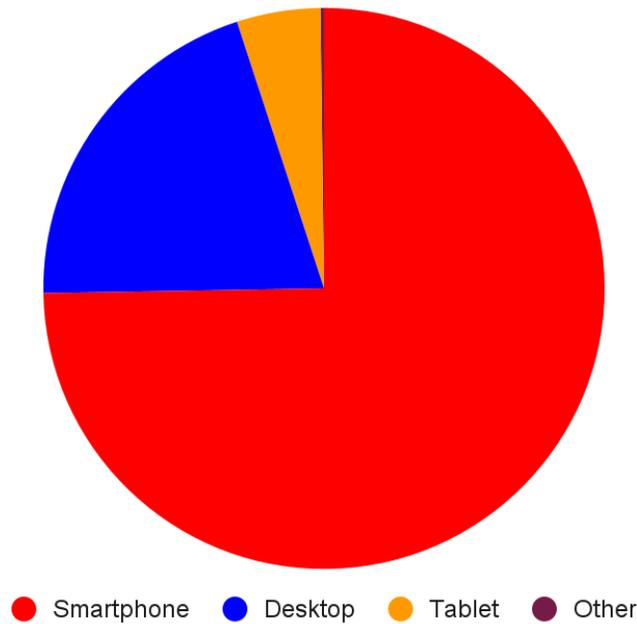
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have recently tested and are working to upgrade to a software package that helps detect and eliminate phishing attempts.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS

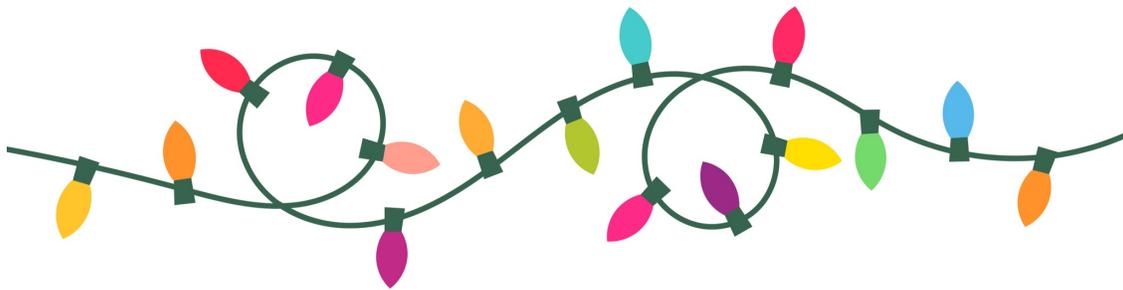


NMB.US VISITOR DEVICES FOR NOVEMBER 2021



TOP KEYWORD SEARCHES FOR NOVEMBER 2021

1. The Great Christmas Light Show
2. When is the village open
3. Christmas Lights
4. Christmas Parade
5. Christmas Light Show
6. Light Show
7. lights
8. NMB Christmas Parade
9. jobs
10. Christmas



MOBILE APPLICATION DOWNLOADS

