



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

DECEMBER 2021

# INFORMATION SERVICES

## NOTABLE ONGOING PROJECTS

### City Software

**Online Permits:** During the month of December, over 245 building permits were issued in the online building permit software.

**NMB Help Desk:** During the month of December, 135 service tickets were submitted by City staff, and 113 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

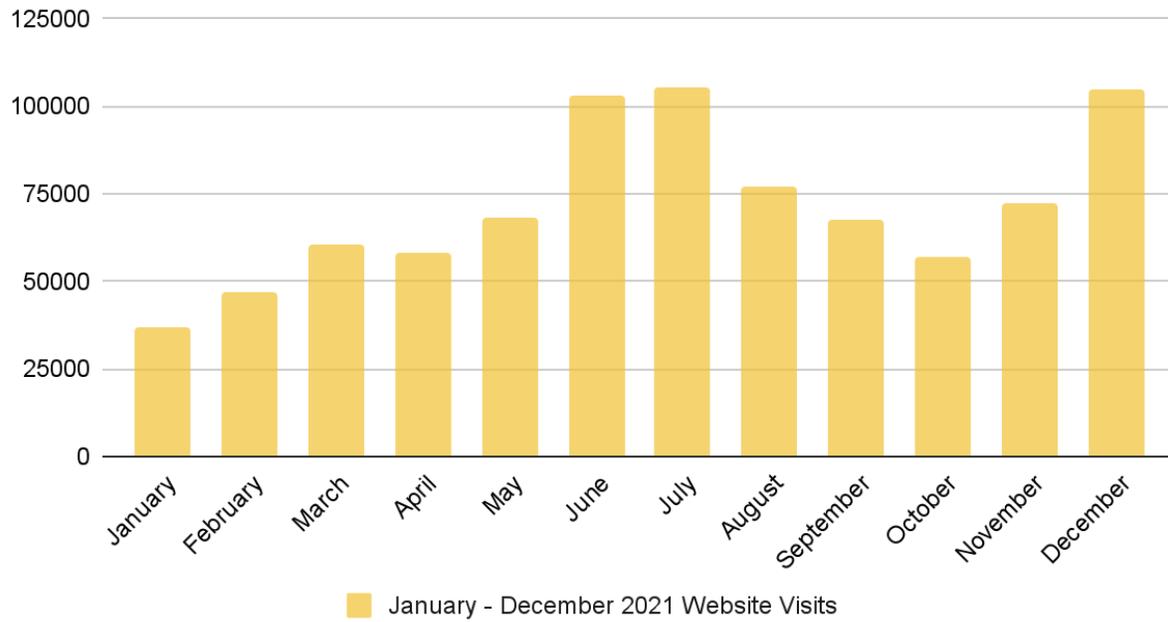
**The Great Christmas Light Show:** Assisted Parks & Recreation on the setup and programming of the Great Christmas Light Show as well as fixed any issues during the show. This included wireless and internet service for point of sale, light programming, etc. This work continued through the entirety of 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.

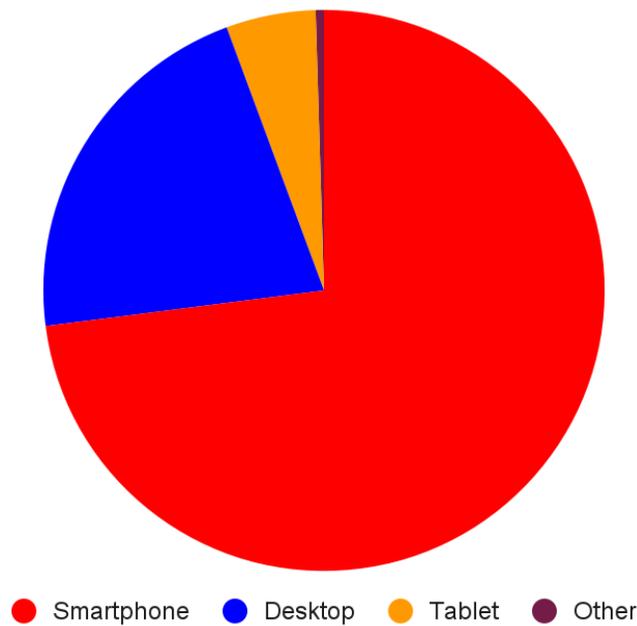
**Data Security:** Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have recently tested and are working to upgrade to a software package that helps detect and eliminate phishing attempts.

## NMB.US WEBSITE AND VISITOR STATISTICS

### NMB.US WEBSITE VISITS

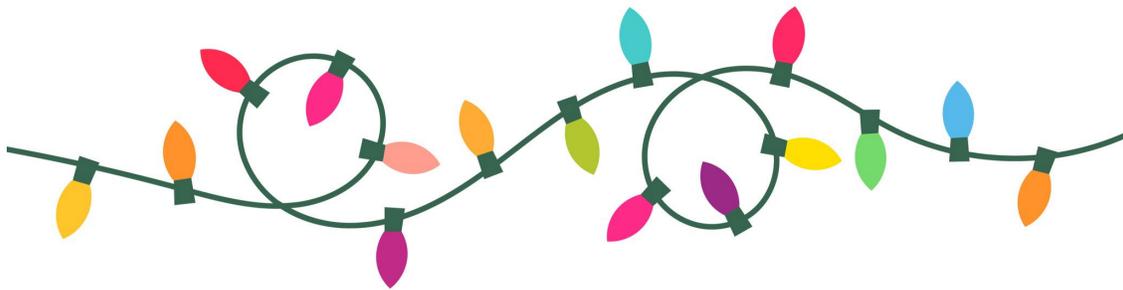


### NMB.US VISITOR DEVICES FOR DECEMBER 2021



## TOP KEYWORD SEARCHES FOR DECEMBER 2021

1. The Great Christmas Light Show
2. village open
3. Christmas Lights
4. Christmas Parade
5. Christmas Light Show
6. Light Show
7. lights
8. pickleball
9. Pool party bookings
10. Christmas



## MOBILE APPLICATION DOWNLOADS

