



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JANUARY 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of January, 142 service tickets were submitted by City staff, and 123 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 setting up new equipment and prepping for the 2022 parking season.

Current / Future Projects

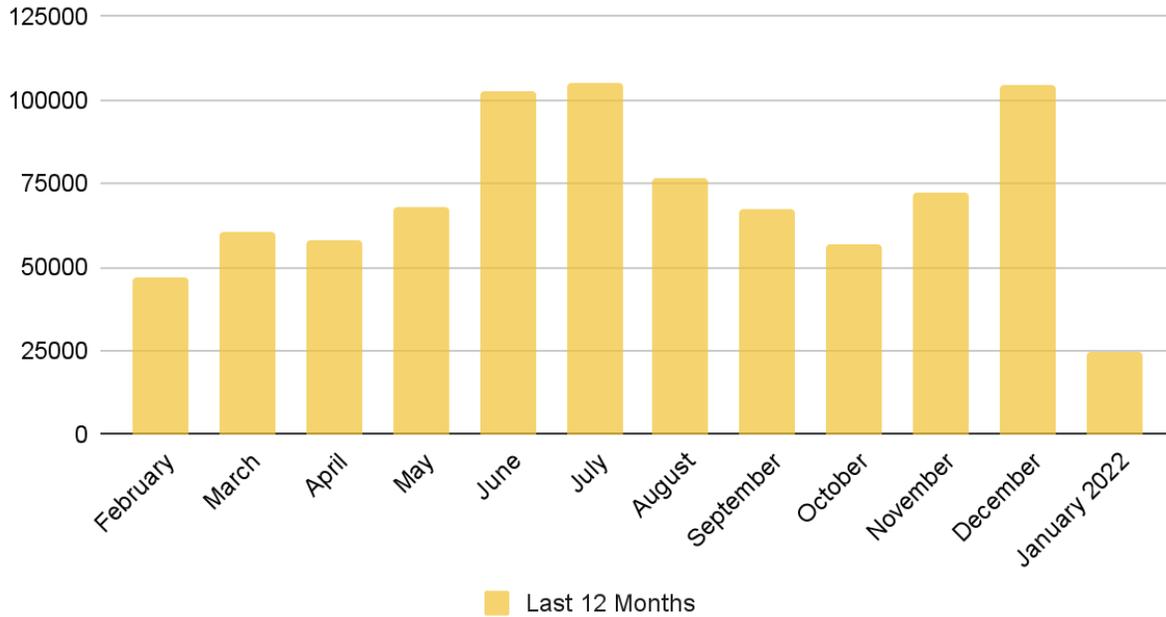
Parking Season 2022: Prepped the parking building with new hardware, new TV slides and improved connectivity for backups and maintenance. Also updated the website and the resident parking registration system to reflect the changes in parking for the 2022 season.

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.

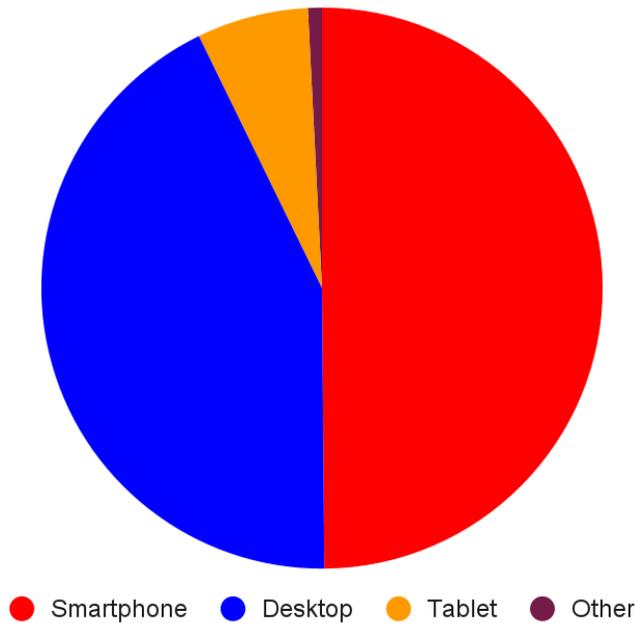
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have recently tested and are working to upgrade to a software package that helps detect and eliminate phishing attempts.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR JANUARY 2022



TOP KEYWORD SEARCHES FOR JANUARY 2022

1. Pickleball
2. Jobs
3. Employment
4. Swim Lessons
5. 2022 Calendar
6. hours
7. Parking decals
8. parking
9. Pool party bookings
10. St. patrick's day parade

MOBILE APPLICATION DOWNLOADS

