INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of February, 145 service tickets were submitted by City staff. 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.

Parking Passes: During the month of February, the City processed 803 parking registrations.

Online Permits: During the month of February, over 337 building permits were issued in the online building permit software.

Current / Future Projects

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

Last 12 Months
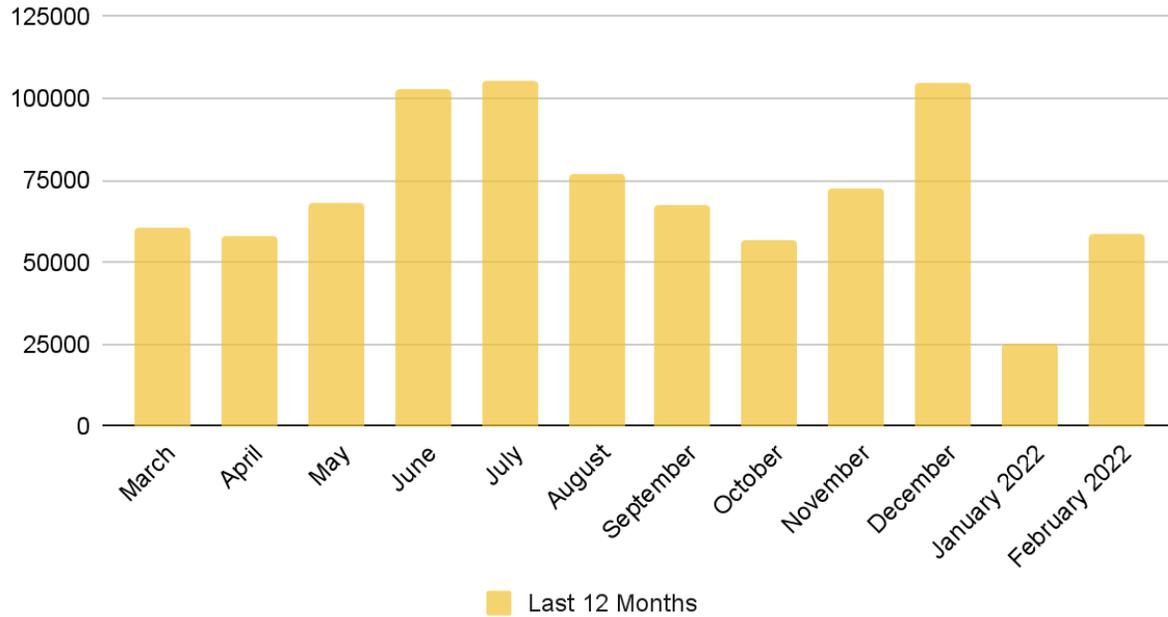
NMB.US VISITOR DEVICES FOR FEBRUARY 2022

Smartphone   Desktop   Tablet   Other
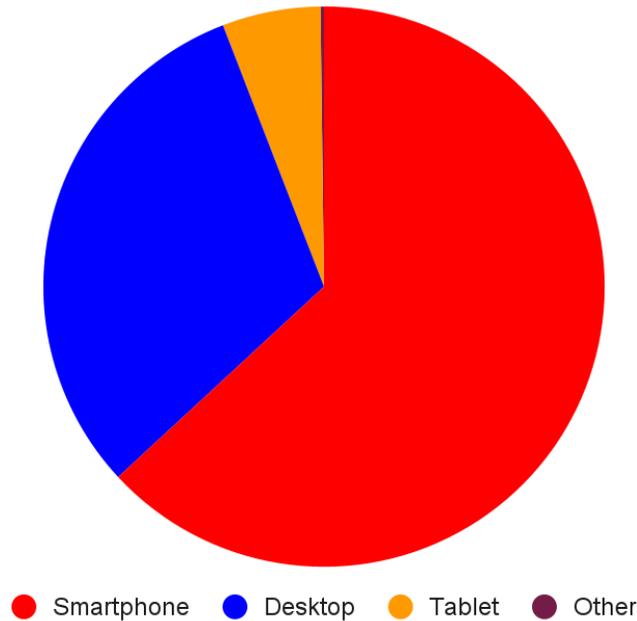
TOP KEYWORD SEARCHES DURING THE MONTH

1. Pickleball
2. Jobs
3. Employment
4. St. patrick's day festival
5. 2022 Calendar

6. parade
7. Parking decals
8. parking
9. Pool party bookings
10. St. patrick's day parade

MOBILE APPLICATION DOWNLOADS