



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

MARCH 2022

# INFORMATION SERVICES

## NOTABLE ONGOING PROJECTS

### City Software

**NMB Help Desk:** During the month of March, 165 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 equipment and software for the 2022 Beach Chair Rental season.

**Parking Passes:** During the month of March, the City processed 501 parking registrations.

**Online Permits:** During the month of March, over 439 building permits were issued in the online building permit software.

### Current / Future Projects

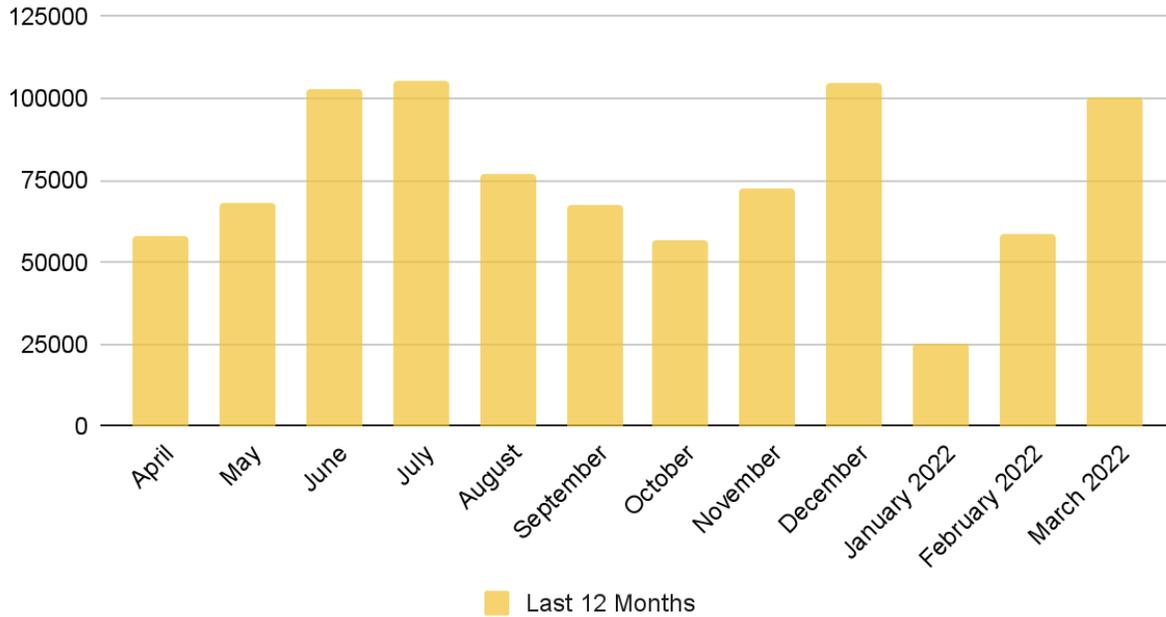
**Beach Chair Rentals for 2022:** Assisted Beach Services with the launch of new software for online beach chair and umbrella rentals and set up new hardware for City staff to use on the beach to process rentals directly to customers.

**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.

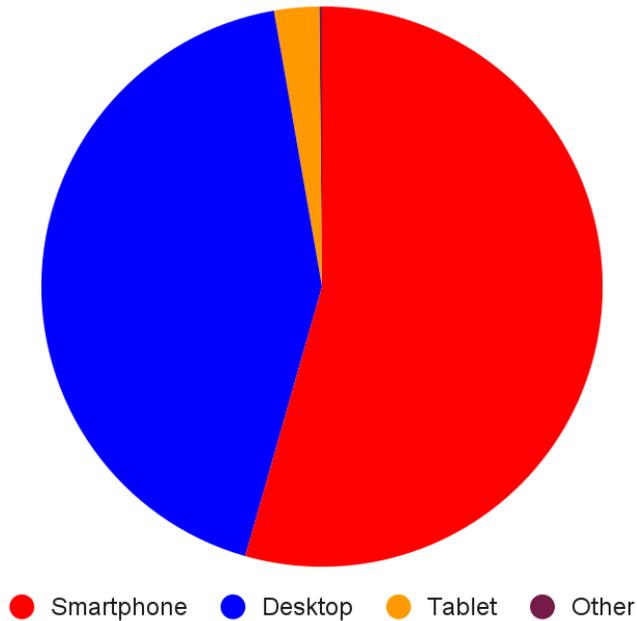
**Data Security:** Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts.

## NMB.US WEBSITE AND VISITOR STATISTICS

### NMB.US WEBSITE VISITS



### NMB.US VISITOR DEVICES FOR THIS MONTH



## TOP KEYWORD SEARCHES DURING THE MONTH

1. Chair
2. Live Camera: Baseball Field 1
3. Grand Strand Softball Classic
4. Live Camera: Baseball Field 2
5. Live Camera: Baseball Field 3
6. Beach Chair
7. Careers
8. Softball
9. Summer camp
10. Cameras

## MOBILE APPLICATION DOWNLOADS

