



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

APRIL 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of April, 195 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, and continued assistance with PC hardware for the 2022 Beach Chair Rental season.

Parking Passes: During the month of April, the City processed 440 parking registrations.

Online Permits: During the month of April, over 437 building permits were issued in the online building permit software.

Current / Future Projects

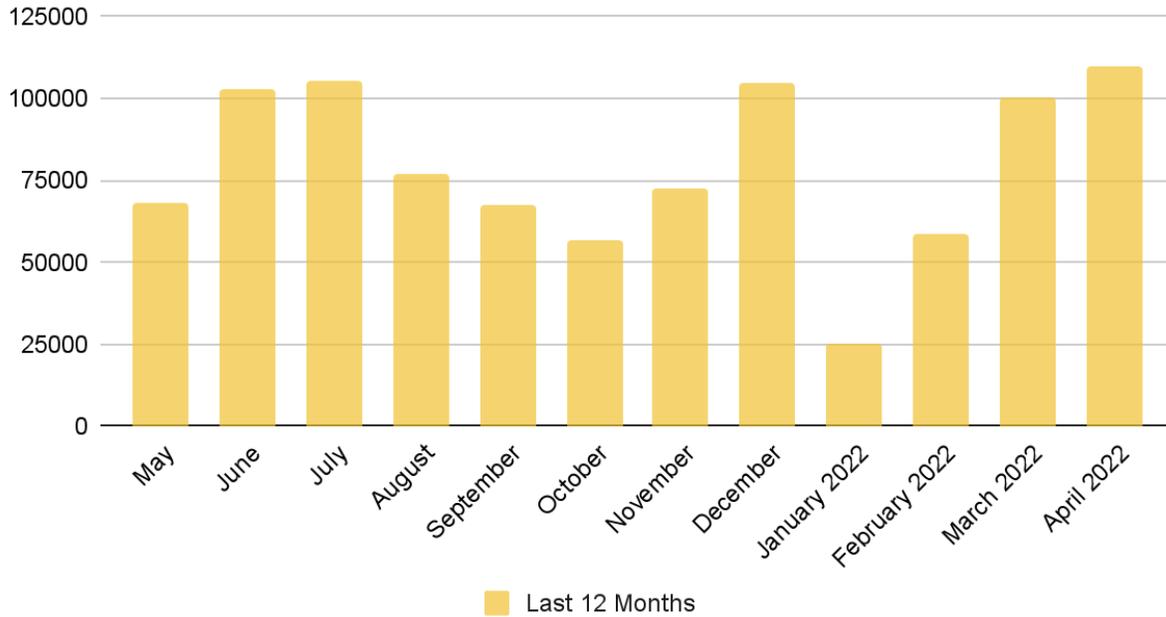
Beach Chair Rentals for 2022: Continuing to assist Beach Services with the launch of new software for online beach chair and umbrella rentals and set up new hardware for City staff to use on the beach to process rentals directly to customers.

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.

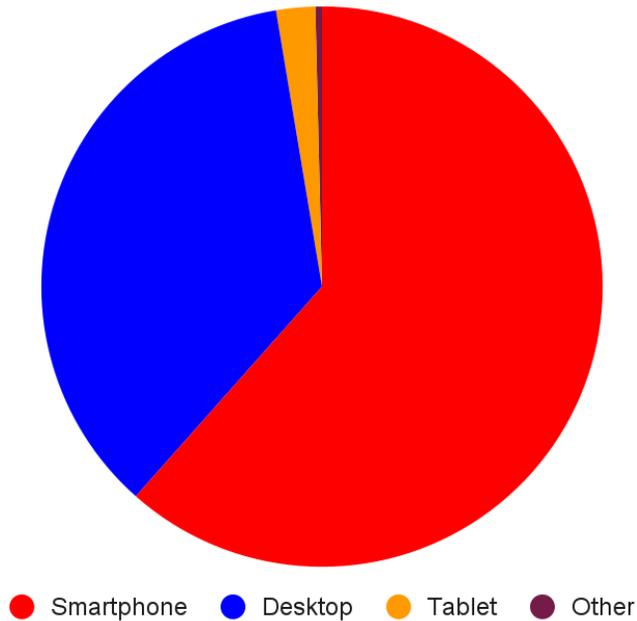
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts.

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. Pickleball
6. Live Camera: Baseball Field 5
7. Live Camera: Baseball Field 4
8. Softball
9. Softball Game Being Played
10. Park Cameras

MOBILE APPLICATION DOWNLOADS

