



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

MAY 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of May, 230 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 and new hires.

Parking Passes: During the month of May, the City processed 419 parking registrations.

Online Permits: During the month of May, over 534 building permits were issued in the online building permit software.

Current / Future Projects

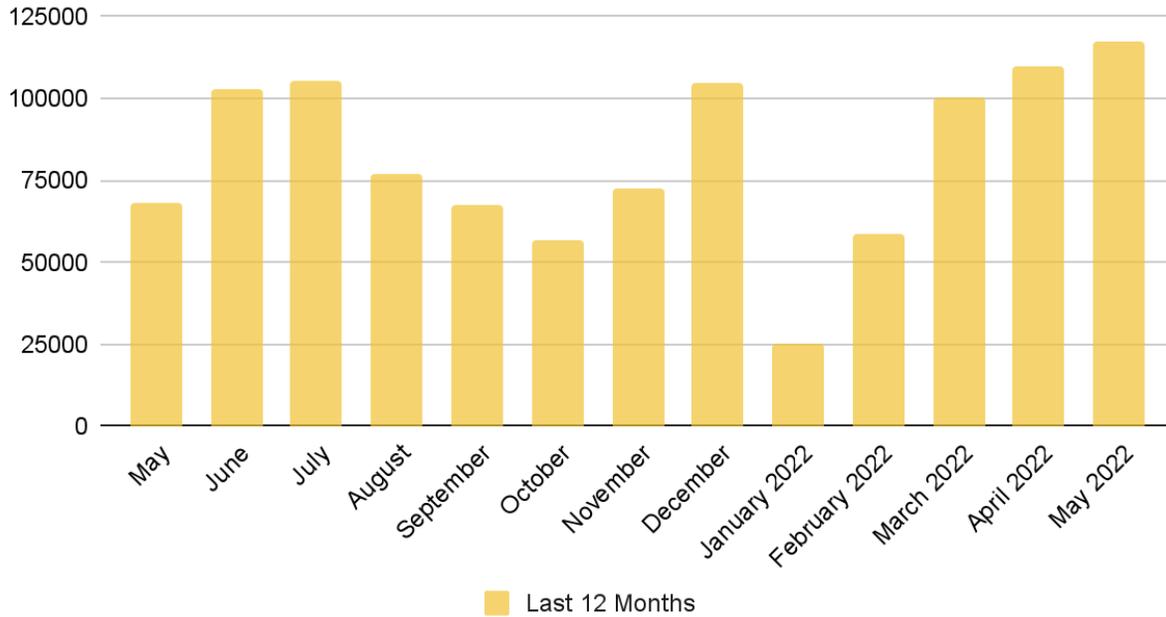
Beach Chair Rentals for 2022: Continuing to assist Beach Services with the launch of new software for online beach chair and umbrella rentals and set up and troubleshoot new hardware for City staff to use on the beach to process rentals directly to customers.

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.

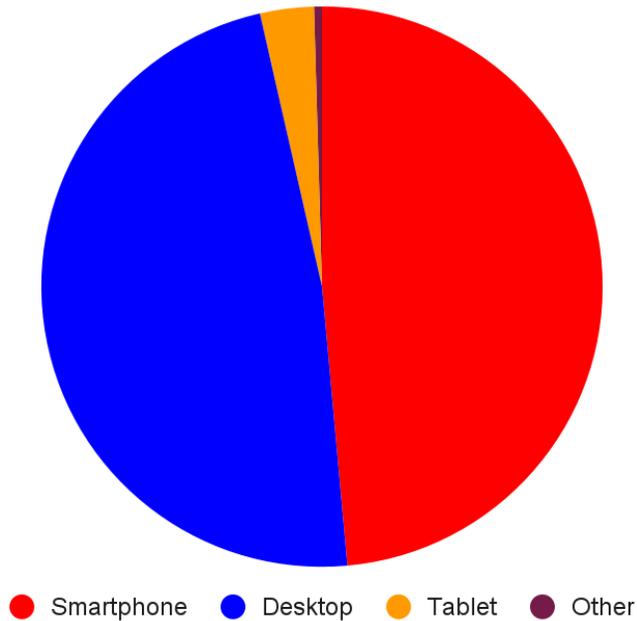
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts. Email security training with City staff continues with more security sessions being planned for the future.

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. Beach Chair
4. Chair and Umbrella Rentals
5. Live Camera: Baseball Field 4
6. Hotels
7. Live Camera: Baseball Field 5
8. Pickleball
9. Beach Chair Rental Policy
10. Beach Services

MOBILE APPLICATION DOWNLOADS

