



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JULY 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of July, 224 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 July, the City processed 288 parking registrations. Registration form was upgraded and tested this month as well.

Online Permits: During the month of July, over 406 building permits were issued in the online building permit software.

Current / Future Projects

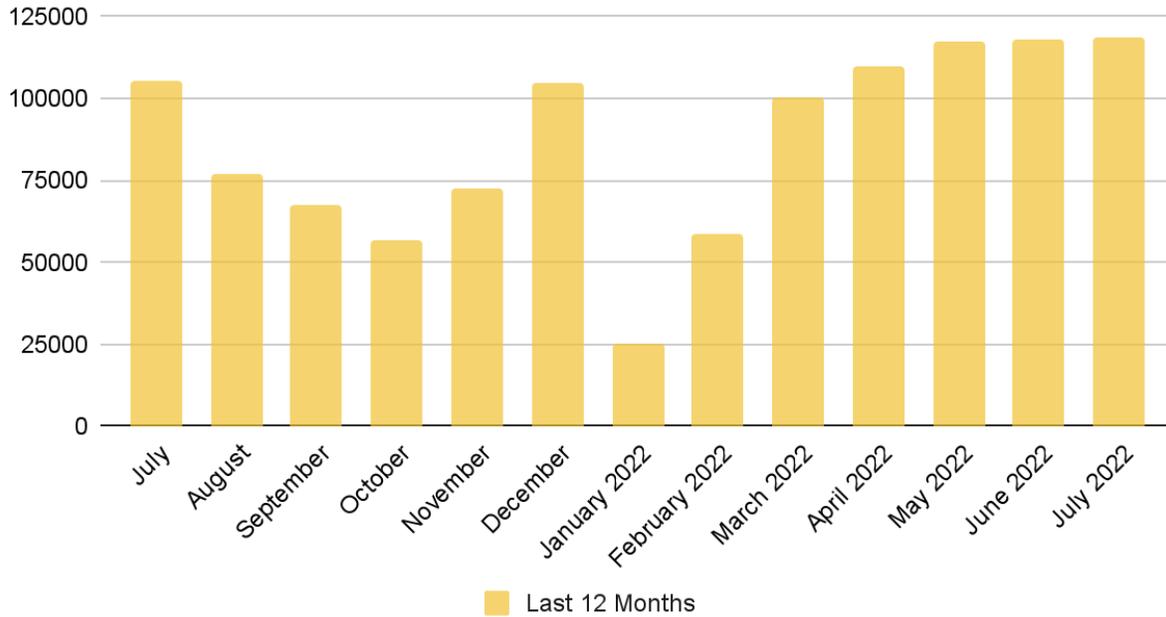
Network Upgrades: Continued planning and implementing network upgrades for all the City fire stations and buildings off-campus including the Sports Park.

Software Upgrades: Continued assistance with upgrading and implementing software for various departments including service tickets, online billing payments, work orders, interactive maps, employee onboarding and public sign-ups for programs such as youth sports.

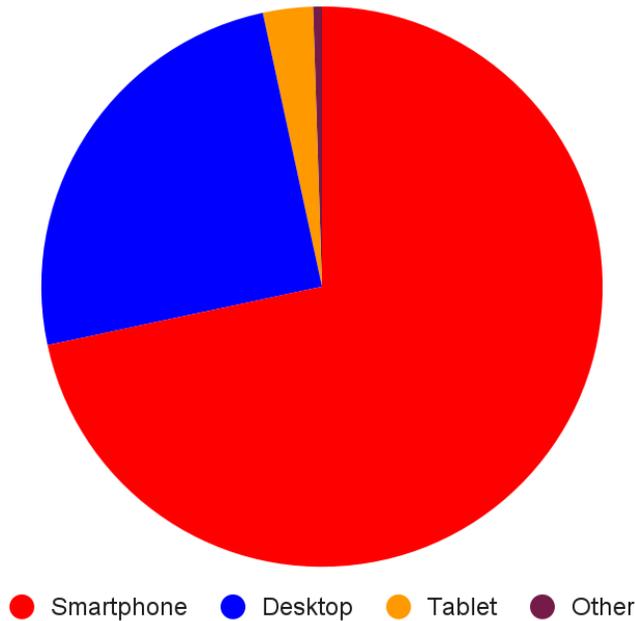
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts. Email security training with City staff continues with more security 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. Camera
3. Chair and Umbrella Rentals
4. Beach Chair
5. Pickleball
6. Pickleball NMB
7. Live Camera: Baseball Field 1
8. Softball
9. Lightning Counter
10. Parking

MOBILE APPLICATION DOWNLOADS

