



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

AUGUST 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of August, 239 service tickets were submitted by City staff. Ticket subjects revolved around hardware and software related issues (printers, outages, etc), website and intranet updates, new Desktop computers plus setup, WIFI issues at the Sports Park, software installations and new hires.

Parking Passes: During the month of August, the City processed 201 parking registrations. Registration form was upgraded and tested this month as well.

Online Permits: During the month of August, over 457 building permits were issued in the online building permit software.

Current / Future Projects

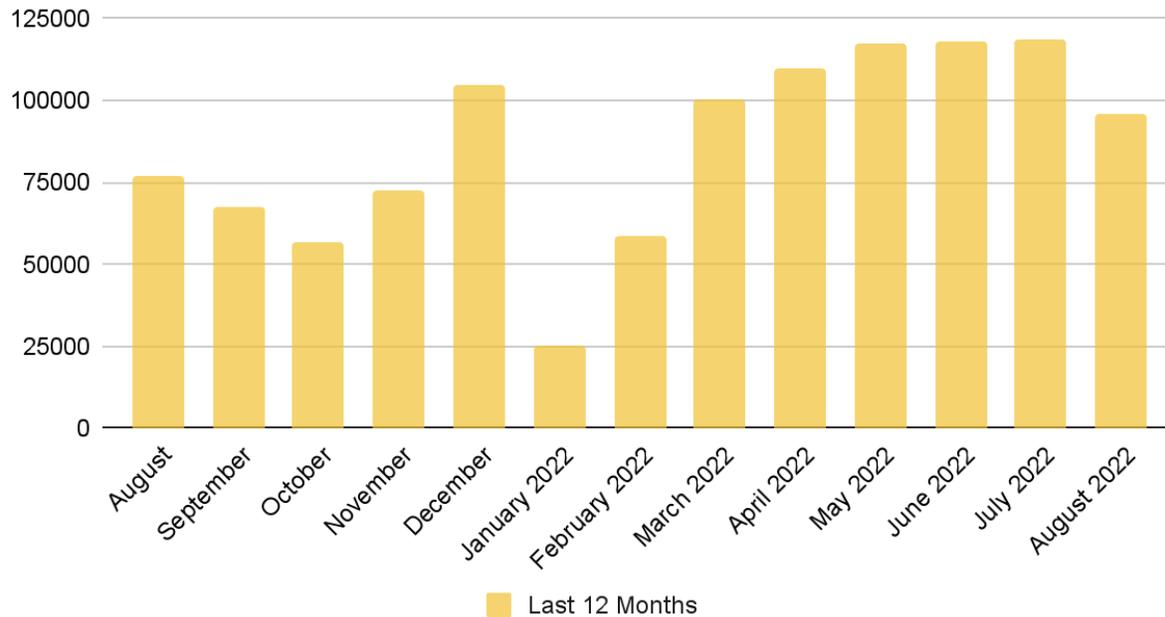
Network Upgrades: Continued planning and implementing network upgrades for all the City fire stations and buildings off-campus including the Sports Park. Access points and WIFI upgrades have been implemented at the Sports Park in preparation for Youth Sports and all the fall / winter events.

Software Upgrades: Continued assistance with upgrading and implementing software for various departments including service tickets, online billing payments, work orders, interactive maps (parking, inventory, etc), employee onboarding and launched new screen savers to better inform employees of new events and information.

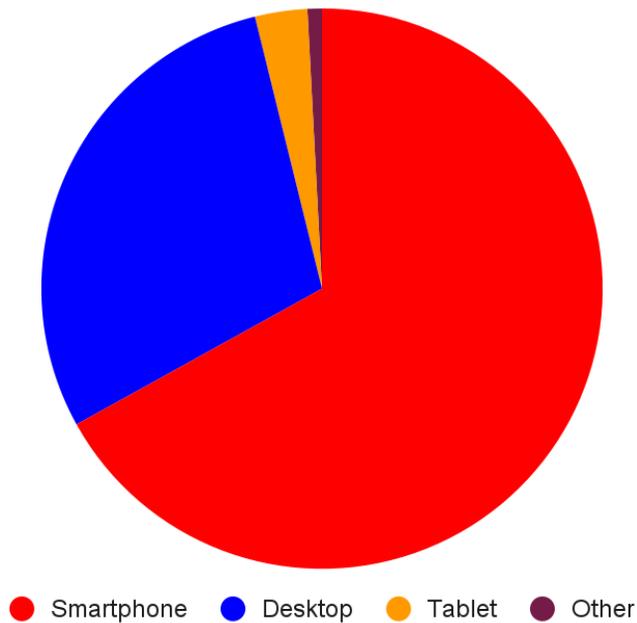
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts. Email security training with City staff continues with more security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

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP KEYWORD SEARCHES DURING THE MONTH

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|-------------------|----------------------------------|
| 1. Chair | 6. Chair and Umbrella Rentals |
| 2. Pickleball | 7. Live Camera: Baseball Field 1 |
| 3. Beach Chair | 8. Music on Main Concert Series |
| 4. Camera | 9. Beach Services |
| 5. Pickleball NMB | 10. Concerts |

MOBILE APPLICATION DOWNLOADS

