CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

NOVEMBER 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: During the month of November, 298 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, software installations. Christmas Light Show fixes and new hires.

Parking Passes: During the month of November, the City processed over 100 parking registrations.

Online Permits: During the month of November, over 250 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. More access points and WIFI upgrades have been implemented at the Sports Park in preparation for Youth Sports, Basketball, Christmas Light Show and all of the fall / winter events.

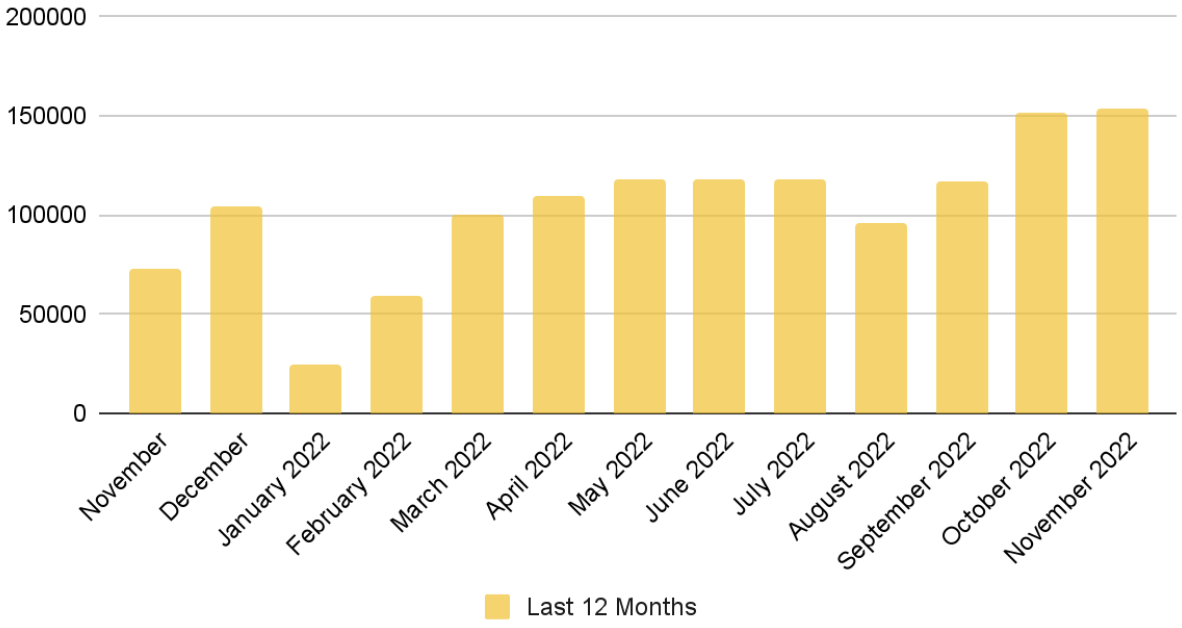
Christmas Light Show: Helped with various aspects of setting up the Christmas Light Show from point of sale, to the programming of the lights, to launch and beyond.

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.

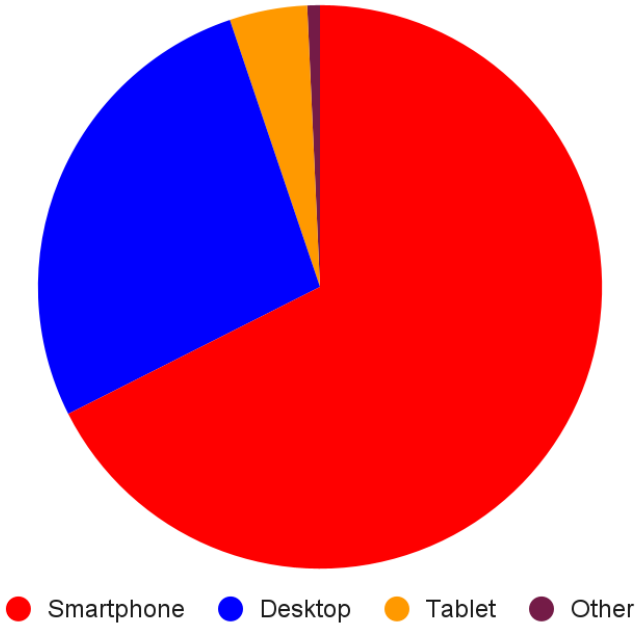
Data Security: Continued to monitor and, where needed, upgrade security protocols to combat network and web intrusions, email phishing attempts and more. Have implemented new protocols to automate and block phishing and malware attempts. Hurricane Ian prep was done which includes securing backups, desktops and continuous network monitoring for potential outages.

NMB.US WEBSITE AND VISITOR STATISTICS

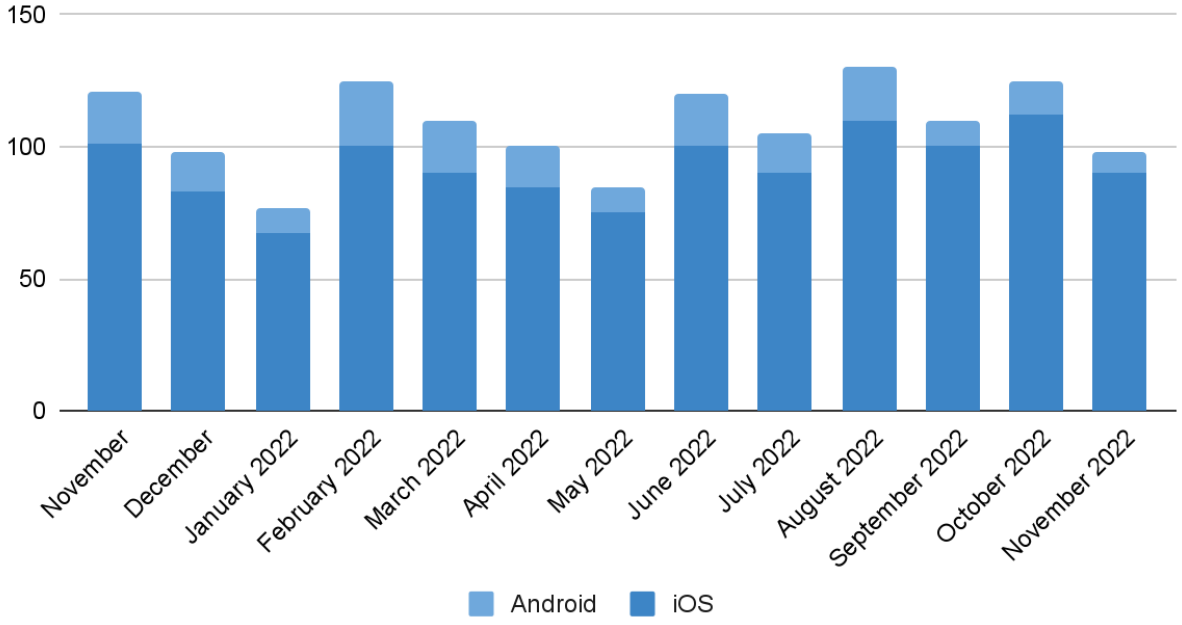
NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP KEYWORD SEARCHES DURING THE MONTH

1. Pickleball
2. The Great Christmas Light Show
3. Pickleball Times
4. Dashing Through the Glow
5. Trash Collection
6. Basketball
7. Christmas Parade
8. Live Camera: Baseball Field 5
9. Live Camera: Baseball Field 1
10. Jobs

MOBILE APPLICATION DOWNLOADS