



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

DECEMBER 2022

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: City personnel submitted 352 tickets in December which included but is not limited to printing matters, monitor replacements, new desktop computers, mobile phone maintenance, mobile phone troubleshooting, software installations, and new hires.

Parking Passes: Ensuring the website and resident registration software are functional and prepared for the 2023 Parking Season.

Online Permits: In December, the Planning Department issued 382 building permits with the help of the online building permit software.

Current / Future Projects

Network Upgrades: Work has been continuing on major network upgrades for City fire stations, which includes new wiring, switches and access points. Additionally, rewiring has been conducted on many municipal buildings for new and additional security cameras.

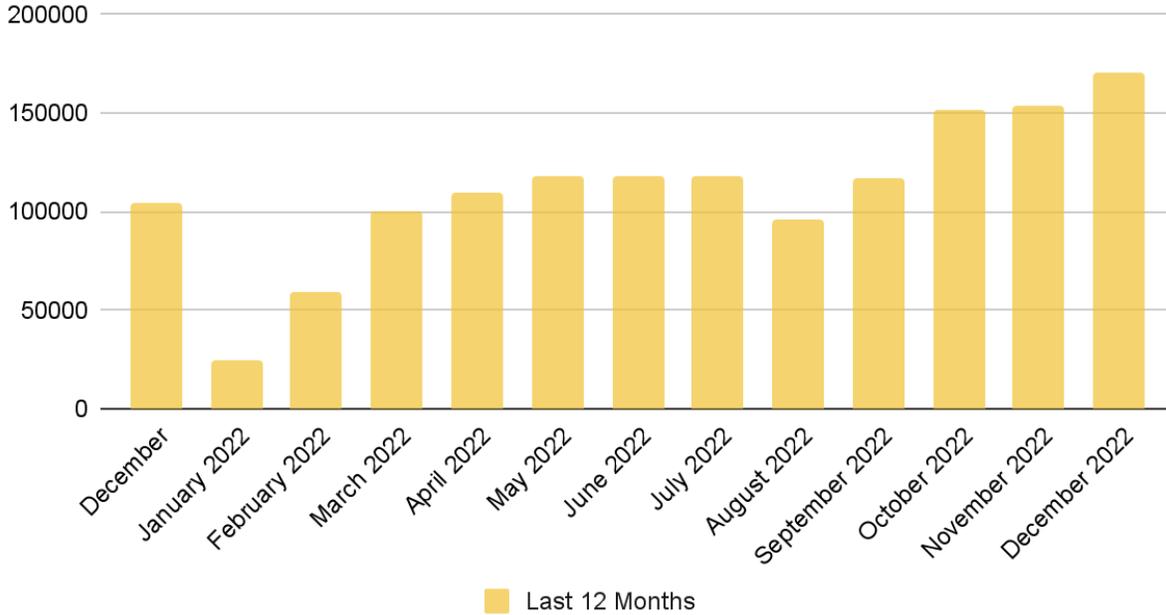
Christmas Light Show: Assisted in all aspects of setting up the Christmas Light Show, from sales, programming, launching, and beyond.

Software Upgrades: Assisted with the implementation and upgrading of software for numerous departments, including help desk tickets, online billing, parking software, interactive maps, and employee onboarding.

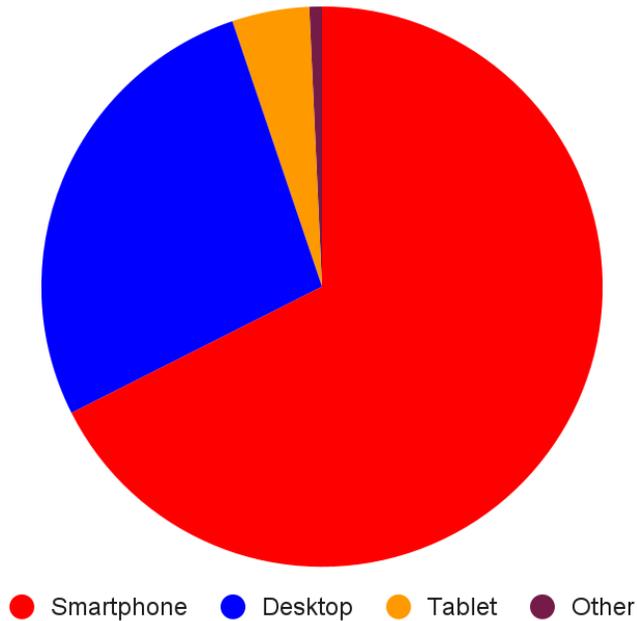
Data Security: Monitoring of security protocols is ongoing and upgrades are conducted when necessary to defend against network and web intrusions, email phishing attempts, and more. Protocols have been put into place to automate and obstruct phishing and malware efforts.

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. Pickleball | 6. Christmas Lights |
| 2. The Great Christmas Light Show | 7. Light Show |
| 3. Pickleball Times | 8. The Great Christmas Light Show NMB |
| 4. Dashing Through the Glow | 9. Christmas light show |
| 5. Trash Collection | 10. Hours |

MOBILE APPLICATION DOWNLOADS

