

CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JANUARY 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In January, 326 requests were made by City staff for various items and services such as printing, monitor replacements, new desktop computers, mobile phone maintenance and troubleshooting, software installations, and onboarding of new employees.

Parking Passes: A total of 2,718 residents obtained their 2023 parking permits in January.

Online Permits: In January, the Planning Department issued 425 building permits with the help of the online building permit software.

Current Projects

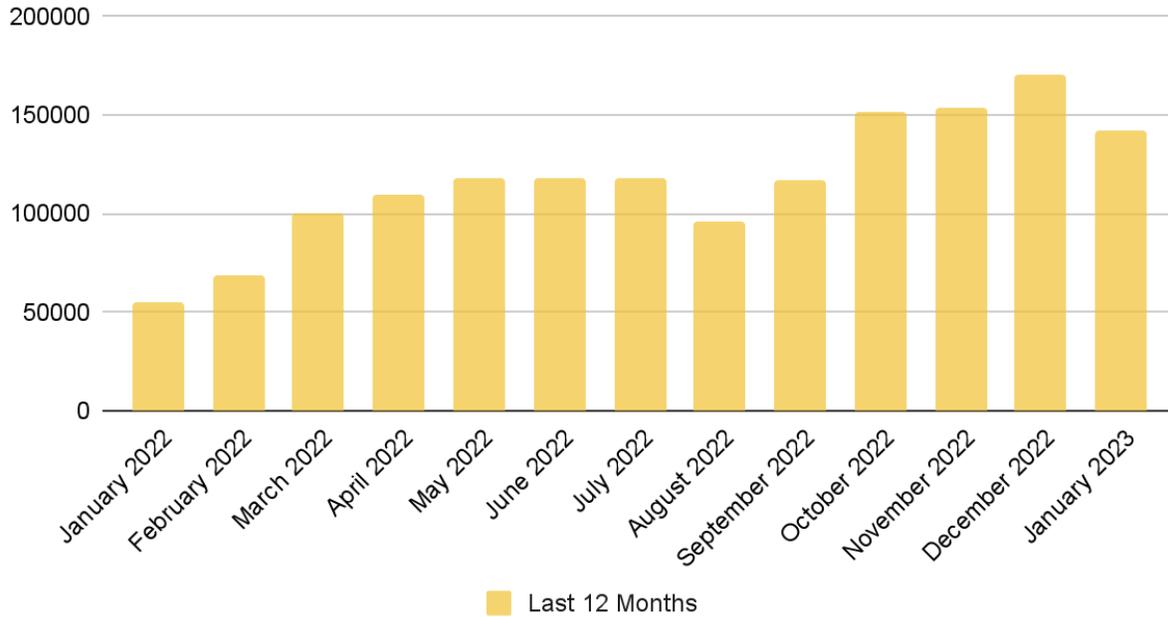
Network Upgrades: IS has been actively working on significant network upgrades for its fire stations, including the installation of new wiring, switches, and access points. Additionally, several municipal buildings have undergone rewiring to accommodate new security cameras.

Software Upgrades: Assistance has been provided to various departments in implementing and upgrading software, such as help desk ticketing, online billing, parking software, interactive maps, and employee onboarding.

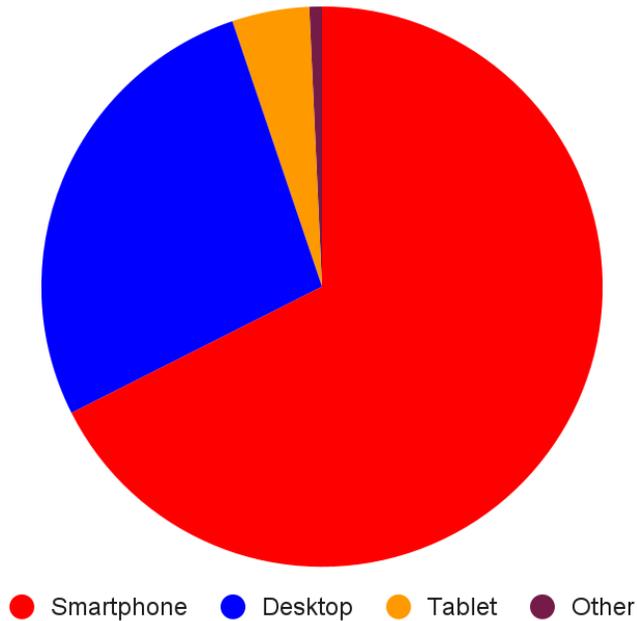
Data Security: IS is also continuously monitoring security protocols to safeguard against network and web intrusions, email phishing attempts, and other potential security breaches. Automated protocols have been implemented to prevent phishing and malware attacks.

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. Pickleball Registration
3. Parking Registration
4. Parking Decal
5. Parking Registration Information
6. Jobs
7. Parking
8. Indoor Pickleball Participation Waiver
9. Youth Spring Soccer
10. pickleball

MOBILE APPLICATION DOWNLOADS

