

CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

MARCH 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In February, 395 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 2,606 residents obtained their 2023 parking permits in March.

Online Permits: In March, the Planning Department issued over 400 building permits with the help of the online building permit software.

Current Projects

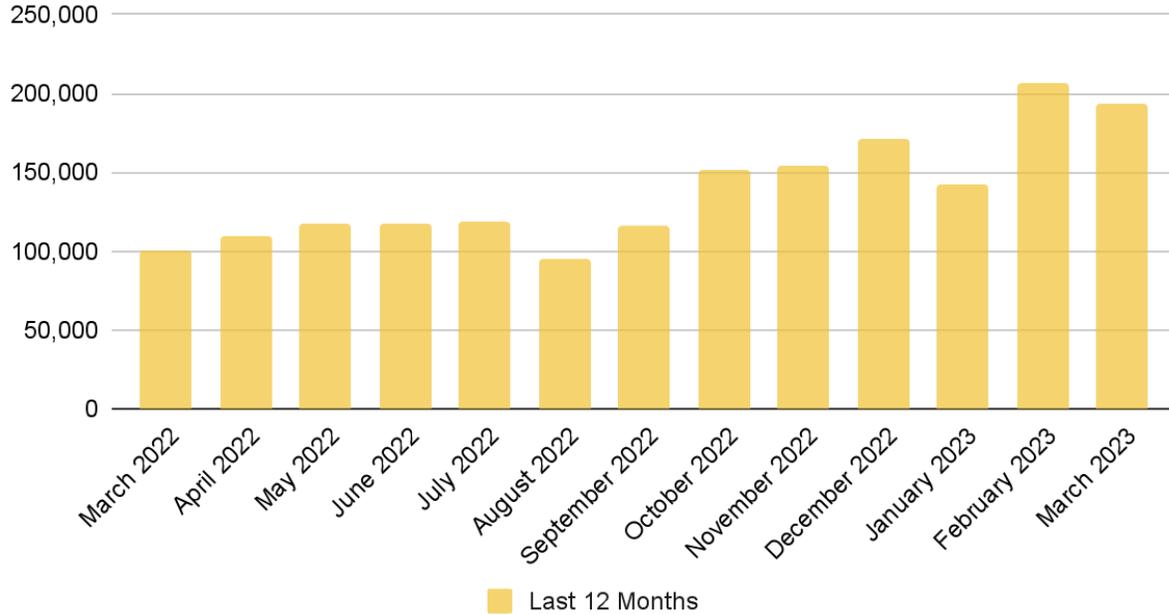
Network Upgrades: The IS team has actively sought significant enhancements for the networks at police and fire stations, involving the installation of modernized wiring, switches, and access points. Additionally, numerous municipal buildings and the Sports Park have undergone rewiring and infrastructure upgrades to accommodate new security cameras.

Software Improvements: Assistance has been provided to various departments for the implementation and refinement of software solutions, including service desk ticketing systems, electronic invoicing, parking applications, interactive mapping, Beach Services, Council Chambers tablets, and employee onboarding.

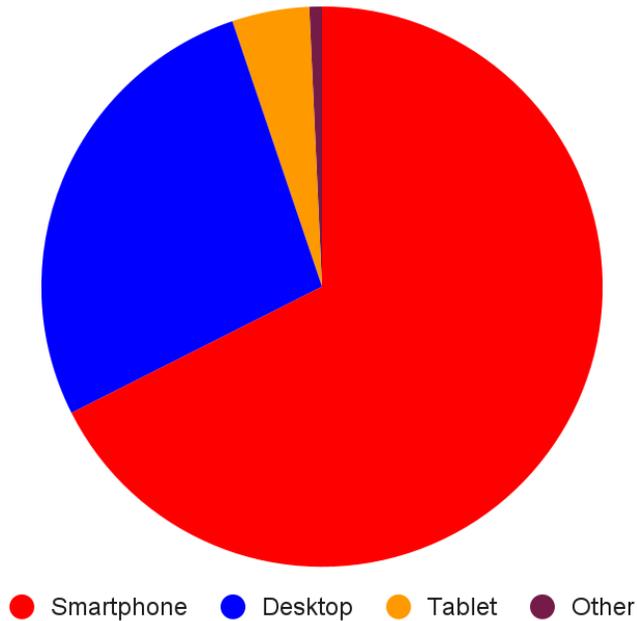
Cybersecurity: The IS department consistently monitors and maintains security measures to protect against potential threats such as network intrusions, website breaches, email phishing attempts, and other cybersecurity risks. Automated systems have been implemented to detect and combat phishing and malware 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. Softball
2. Live Camera: Field 1
3. Pickleball
4. Live Camera: Field 4
5. Pickleball where
6. Grand Strand Softball Classic
7. Live Camera: Field 2
8. Softball Games
9. Live Camera: Field 3
10. Park Cameras

MOBILE APPLICATION DOWNLOADS

