



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

APRIL 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In April, 423 requests were made by City staff for various items and services such as wireless printing, new desktop computers, mobile phone maintenance and troubleshooting, software installations, and onboarding of new employees.

Parking Passes: A total of 1,687 residents obtained their 2023 parking permits in April.

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

Current Projects

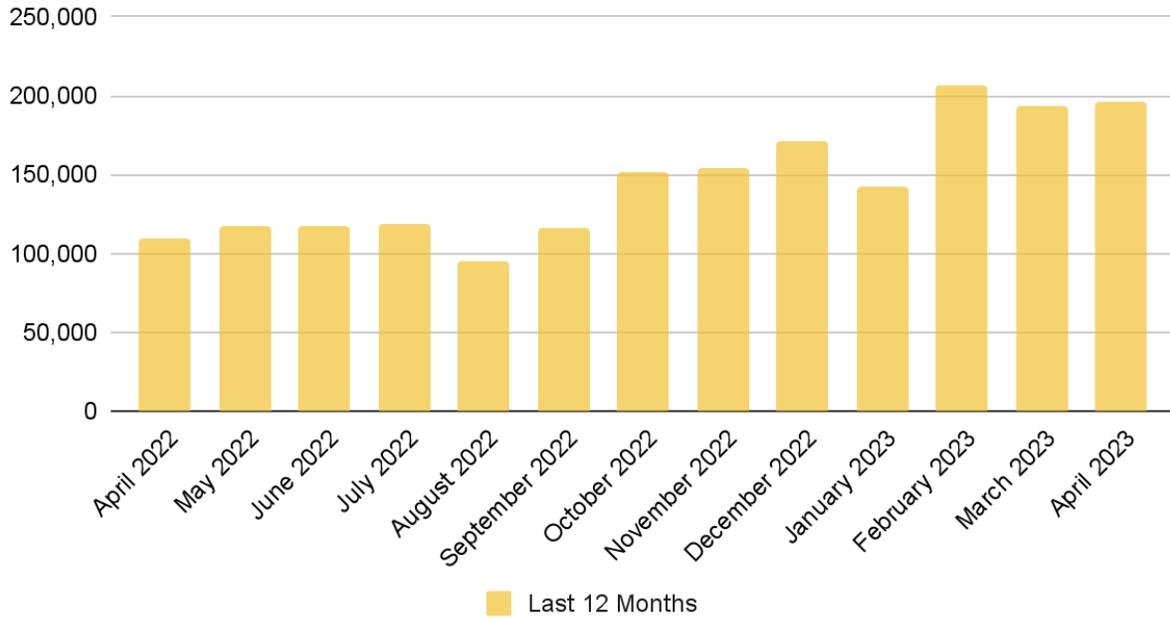
Network Enhancements: The Information Systems (IS) team has successfully completed network upgrades at police and fire stations, which involved installing state-of-the-art wiring, switches, and access points. Furthermore, multiple municipal buildings, including the Sports Park, have undergone extensive rewiring and infrastructure improvements to support new security cameras and staff wifi access points.

Software Advancements: Various departments have received support from the IS team for the introduction and optimization of software solutions, encompassing service desk ticketing systems, electronic invoicing, parking applications, interactive mapping, Beach Services and employee onboarding processes.

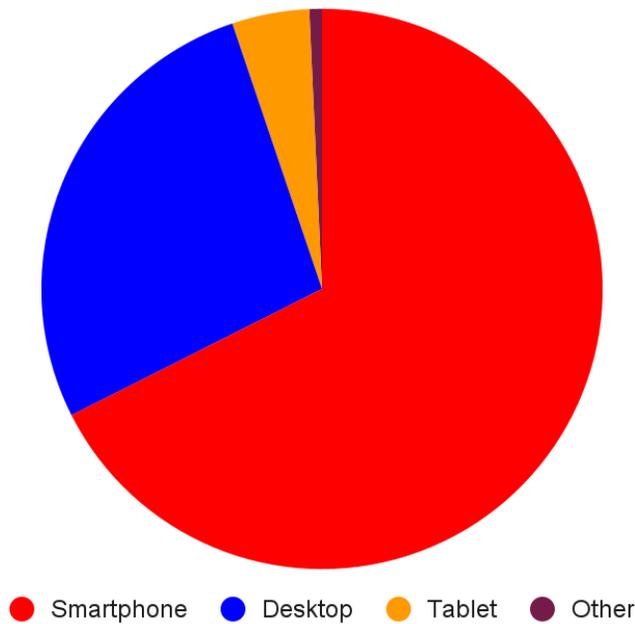
Cybersecurity Measures: The IS department continually monitors and upholds security protocols to defend against potential hazards such as network intrusions, website compromises, email phishing attempts, and other cybersecurity risks. Automated systems have been deployed to identify and counter phishing and malware attacks effectively.

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. Live Camera: Field 2 |
| 2. Live Camera: Field 1 | 7. Live Camera: Field 5 |
| 3. Pickleball | 8. Beach Chair |
| 4. Grand Strand Softball Classic | 9. Live Camera: Field 4 |
| 5. Softball | 10. Park Cameras |

MOBILE APPLICATION DOWNLOADS

