



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

MAY 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In May, 395 requests were made by City staff for various items and services such as wireless printing, new desktop computers, mobile phone maintenance and troubleshooting, password changes, software installations, and onboarding of new employees.

Parking Passes: A total of 1,134 residents obtained their 2023 parking permits in May.

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

Current Projects

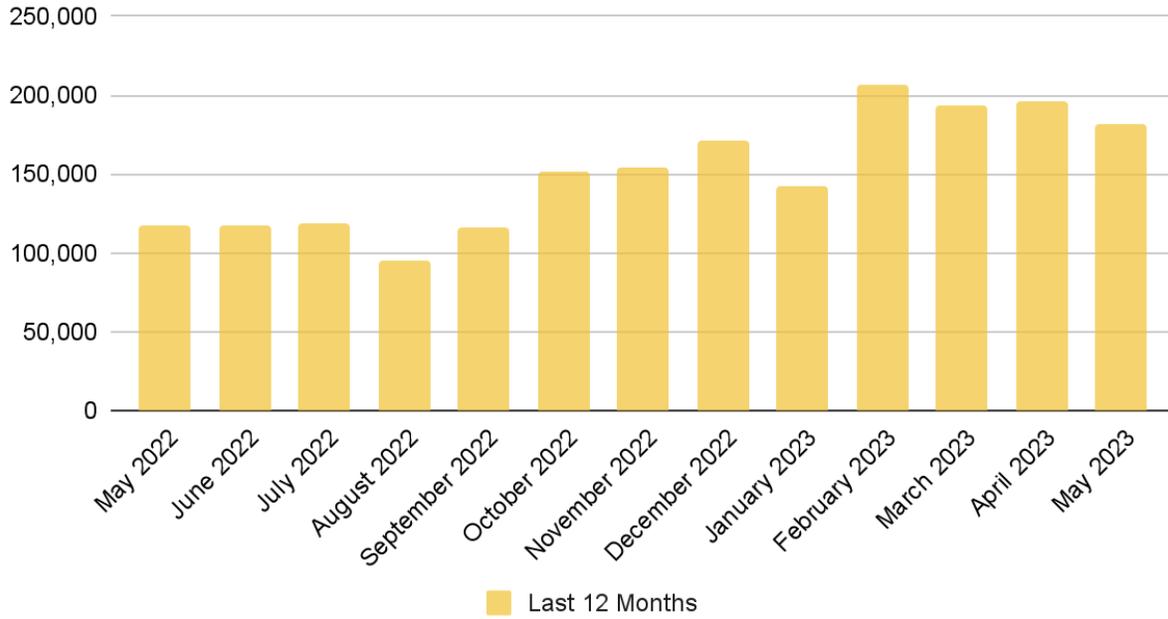
Infrastructure Enhancements: In our recent operations, several city facilities, inclusive of the Sports Park and AFC, have been the subject of comprehensive infrastructure upgrades and rewiring. These developments were undertaken to facilitate the introduction of new security cameras and staff WiFi access points. Currently, efforts are ongoing to install new audio and video capability in the City Hall's Council Chambers and Training Room.

Software Advancements: The team has been instrumental in assisting different departments with the integration and enhancement of software solutions. This includes systems for service desk ticketing, electronic invoicing, parking applications, as well as the development of new Geographic Information System (GIS) maps and Beach Services. Additional efforts were put into researching new Freedom of Information Act (FOIA) software and refining employee onboarding processes.

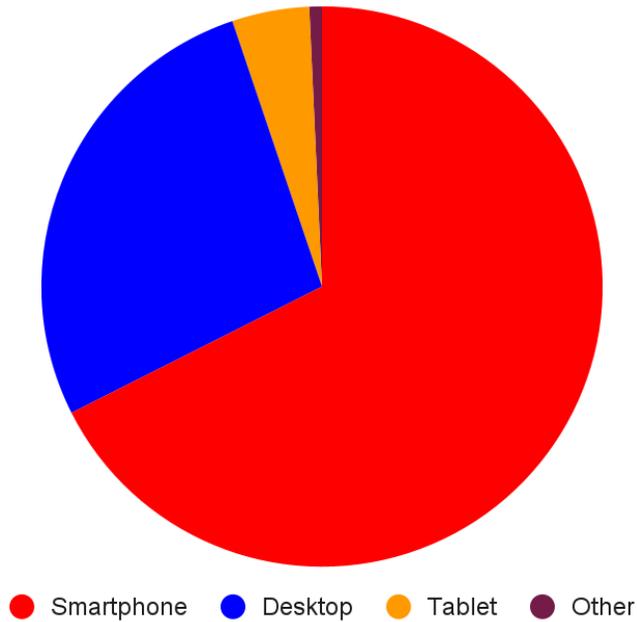
Cybersecurity: The Information Systems (IS) department consistently maintains and enforces security guidelines to guard against potential threats like network breaches, website hacking, email phishing, and other types of cybersecurity risks. To effectively detect and combat phishing and malware attacks, automated systems have been put into place.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP KEYWORD SEARCHES DURING THE MONTH

1. Chair
2. Pickleball
3. Beach Chair
4. Live Camera: Field 4
5. Chair and Umbrellas
6. Pickleball when
7. Swim Lessons
8. Dogs on Beach
9. Live Camera: Field 1
10. Fishing

MOBILE APPLICATION DOWNLOADS

