



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JUNE 2023

# INFORMATION SERVICES

## NOTABLE ONGOING PROJECTS

### City Software

**NMB Help Desk:** In June, 235 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 956 residents obtained their 2023 parking permits in June.

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

### Current Projects

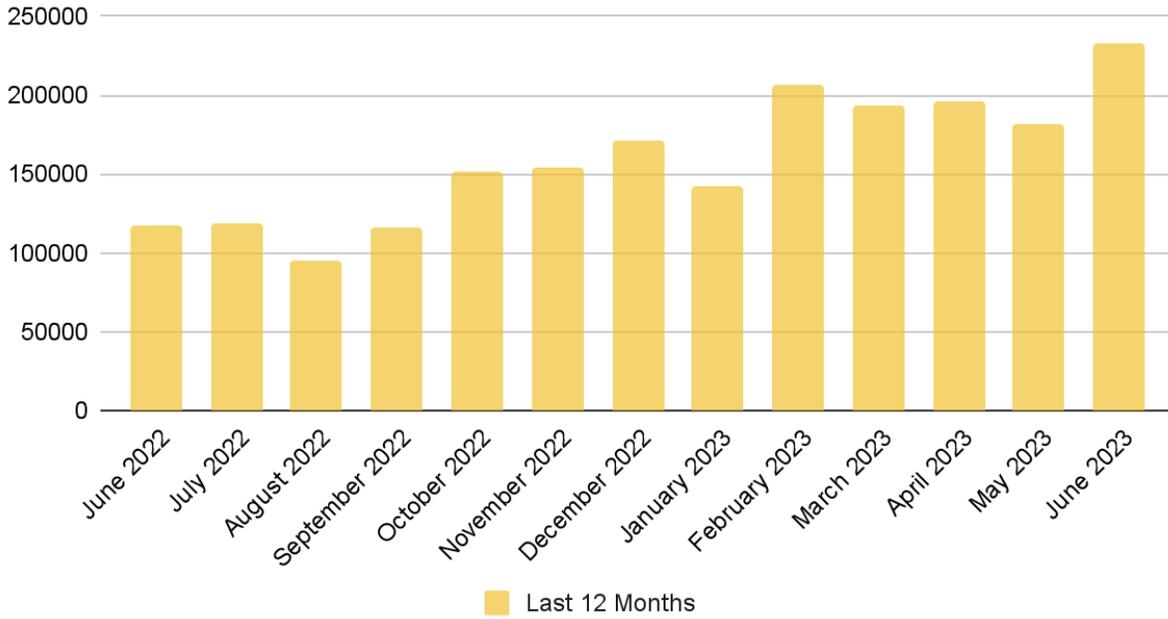
**Infrastructure Enhancements:** Recently, a wide range of infrastructural improvements and rewiring tasks have been carried out at various city facilities, including Fire Stations 4 and 5 as well as the City Hall. These enhancements were implemented with the intention of accommodating the installation of new security cameras, creating new offices and refurbishing existing ones, and establishing staff WiFi access points.

**Software Advancements:** The team has played a critical role in supporting various departments in the integration and improvement of software solutions. These involve systems for service desk ticketing, electronic invoicing, and parking applications. A new GIS application for mosquito spraying was introduced towards the month's end, featuring details about spraying schedules and routes.

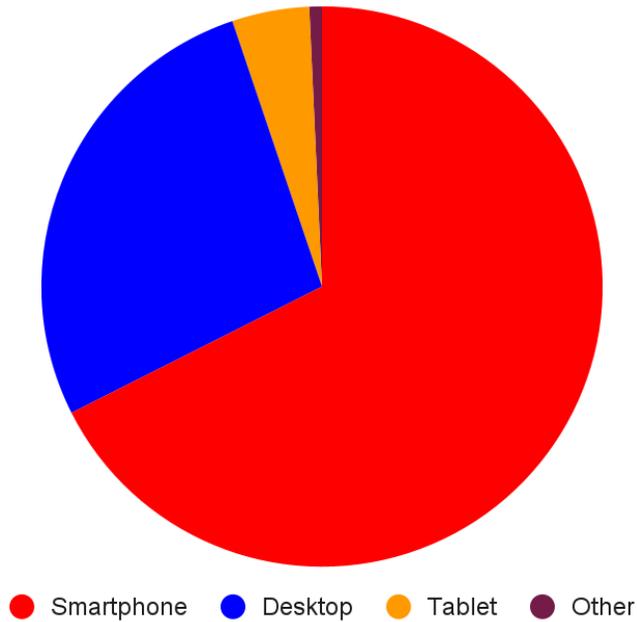
**Cybersecurity:** The Information Systems (IS) department is continuously working to maintain and enforce security protocols to protect against potential threats such as network intrusions, website hacks, email phishing, and other cybersecurity risks. Automated systems have been implemented to efficiently detect and combat phishing and malware attacks. Moreover, the department is making concerted efforts to ensure the City complies with state law enforcement standards.

## 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. Sounds of Summer
5. Chair and Umbrellas
6. Fishing
7. Swim Lessons
8. Dogs on Beach
9. Live Camera: Field 1
10. Music on Main

## MOBILE APPLICATION DOWNLOADS

