



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

JULY 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In July, 354 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 590 residents obtained their 2023 parking permits in July.

Online Permits: In July, the Planning Department issued over 350 building permits with the help of the online building permit software.

Current Projects

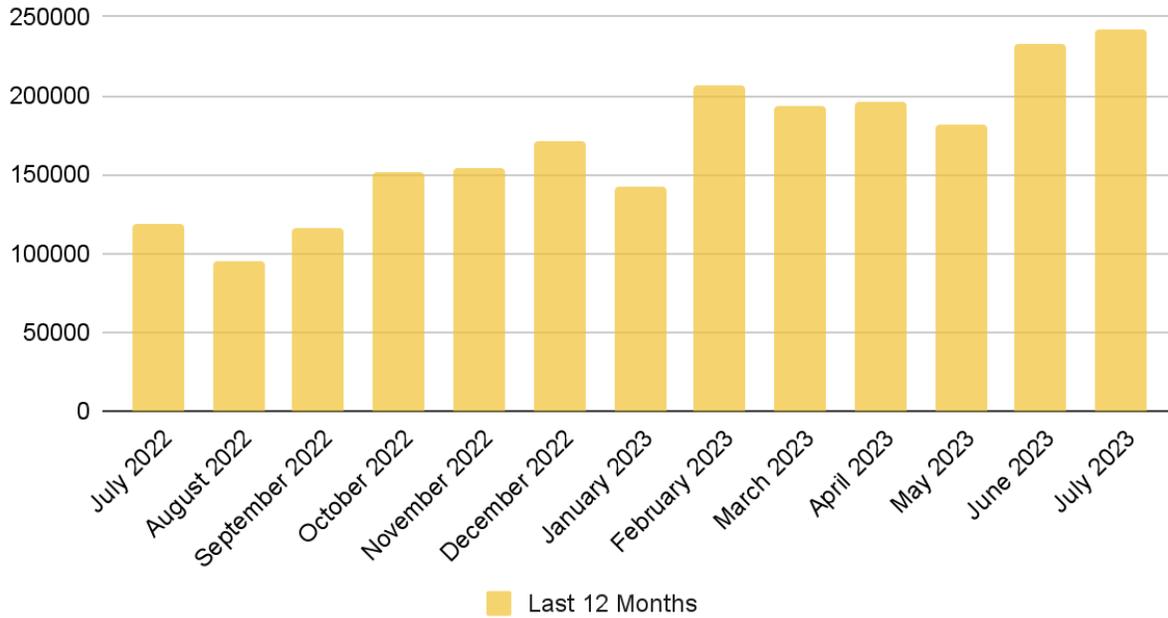
Infrastructure Upgrades: There have been extensive upgrades and reconfigurations in the infrastructure across multiple city facilities, notably at NMB Fire Stations and the City Hall. These upgrades were undertaken to pave the way for the setup of new security cameras, the conception of new offices, revamping of existing spaces, and to put in place staff WiFi access points.

Software Progression: The team has been instrumental in assisting several departments with the integration and enhancement of software tools. These encompass systems related to service desk requests, e-invoicing, and parking utilities.

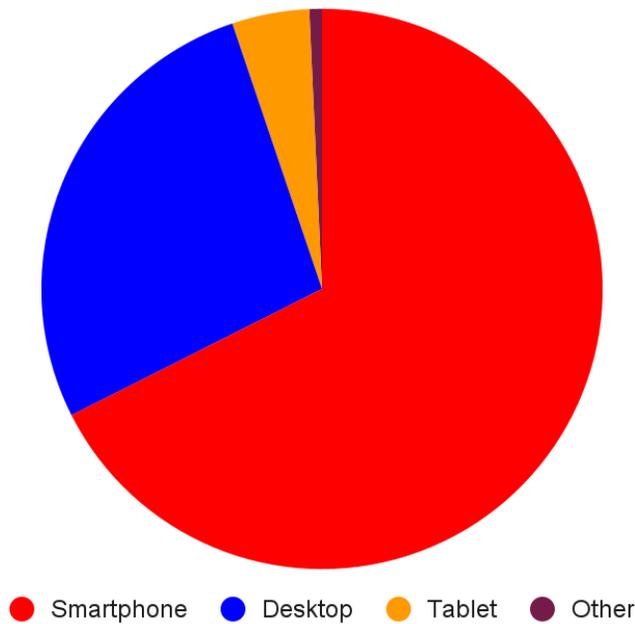
Digital Security: The Information Systems (IS) department remains vigilant, upholding strict security measures to safeguard against potential cyber threats such as unauthorized network access, website breaches, deceptive emails, and other digital vulnerabilities. Proactive systems are in place to promptly identify and neutralize phishing and malicious software threats. Simultaneously, the department is diligently working to align the City with state's law enforcement regulations.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP KEYWORD SEARCHES DURING THE MONTH

1. Chairs
2. Live Camera: Field 2
3. Beach Chair
4. Sounds of Summer
5. Live Camera: Field 3
6. Live Camera: Field 4
7. Swim Lessons
8. Dogs on Beach
9. Live Camera: Field 1
10. Music on Main

MOBILE APPLICATION DOWNLOADS

