



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

AUGUST 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In August, 378 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 546 residents obtained their 2023 parking permits in August.

Online Permits: In August, the Planning Department issued over 330 building permits with the help of the online building permit software.

Current Projects

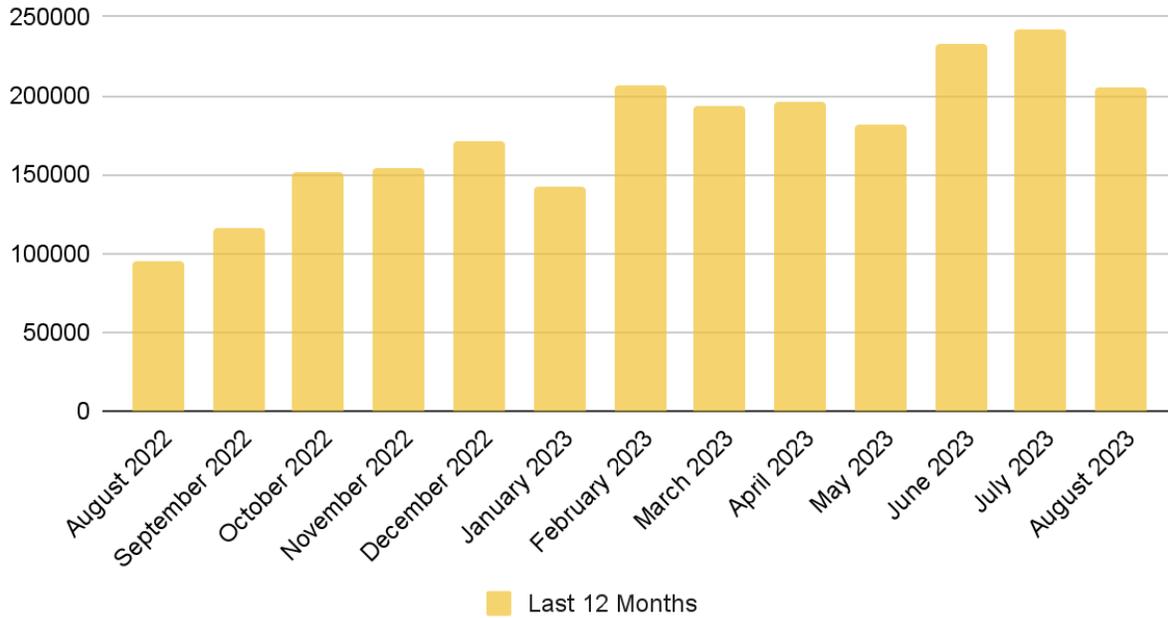
Infrastructure Upgrades: Several infrastructural updates, including switch renewals and reconfigurations, have been executed throughout city establishments, especially at City Hall, Parks & Recreation, and the Sports Park. These improvements facilitate the installation of new security cameras, the development of new office spaces, rejuvenation of existing areas, and the inauguration of staff WiFi hubs. Additionally, a comprehensive inventory of all City network and server rooms, as well as storage spaces, has been recorded.

Software Progression: Our team has been pivotal in aiding various departments with the assimilation and augmentation of software utilities. These systems range from service desk queries, e-invoicing, to parking solutions. Presently, the team is also testing and rolling out a fresh FOIA software and introducing updates to City graphics on social media platforms and the official website.

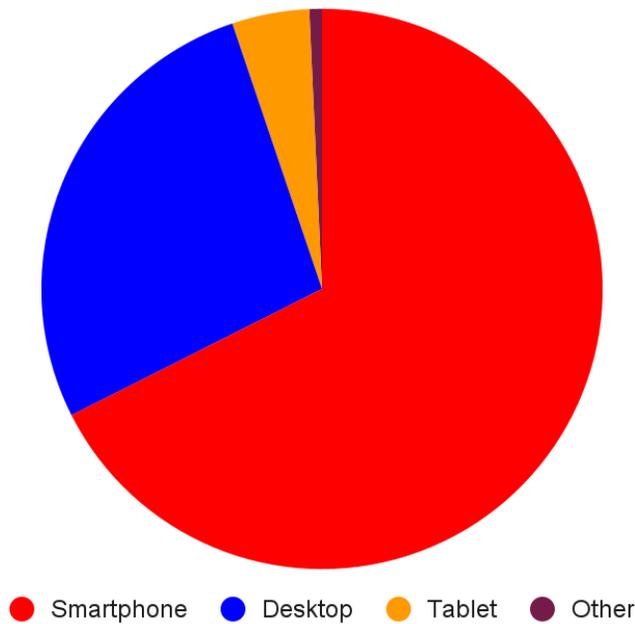
Digital Security: The department is perpetually alert, reinforcing rigorous security protocols to defend against cyber threats, such as unauthorized network intrusions, website compromises, and deceptive email tactics. Emphasizing proactive strategies, the department has strengthened its defense mechanisms to swiftly detect and mitigate phishing and malware risks. Continuous tests against these threats ensure our security measures remain robust. Alongside these efforts, the team is assiduously ensuring the City's alignment with state law enforcement standards.

NMB.US WEBSITE AND VISITOR STATISTICS

NMB.US WEBSITE VISITS



NMB.US VISITOR DEVICES FOR THIS MONTH



TOP NMB.US PAGES DURING THE MONTH

1. Beach Cameras
2. Chair and Umbrella Rentals
3. Aquatic & Fitness Center
4. Search
5. News Flash
6. Music on Main
7. Parks & Recreation
8. Park & Sports Complex
9. Calendar
10. Bill Pay

MOBILE APPLICATION DOWNLOADS

