



CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

SEPTEMBER 2023

INFORMATION SERVICES

NOTABLE ONGOING PROJECTS

City Software

NMB Help Desk: In September, City staff submitted over 250 requests encompassing a range of needs, including wireless printing, new desktop computer acquisitions, mobile phone servicing and diagnostics, password modifications, software setups, and the integration of new team members.

Parking Passes: Over 500 residents obtained their 2023 parking permits in September.

Online Permits: In September, the Planning Department issued over 300 building permits with the help of the online building permit software.

Current Projects

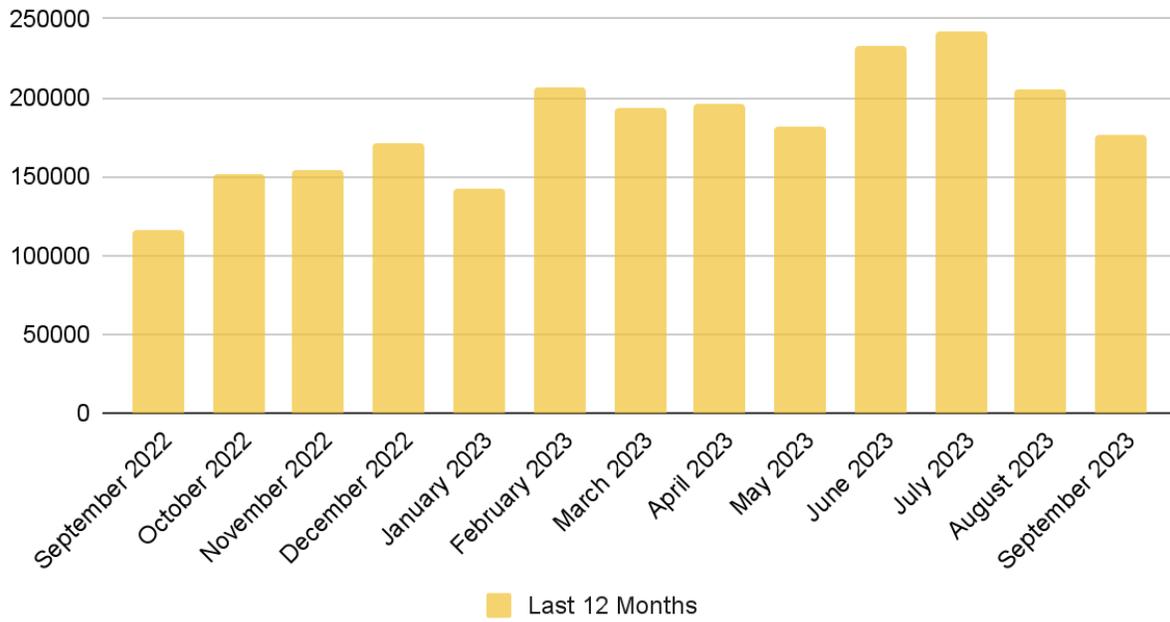
Infrastructure Upgrades: Ongoing network switch upgrades are being carried out in City structures, encompassing City Hall, Public Safety, and Parks & Recreation facilities. These enhancements bolster the guest WiFi services at the Sports Park, bolster security camera installations in City buildings, and facilitate the creation of new office areas for City staff.

Software Progression: Our team has played a key role in assisting several departments with the integration and enhancement of software tools. These applications cover a spectrum from service desk inquiries and electronic invoicing to parking management systems. Currently, we're gearing up to launch new FOIA software in October and are actively helping with updates to the City's pages, along with refreshing graphics on the City's social media channels and official website.

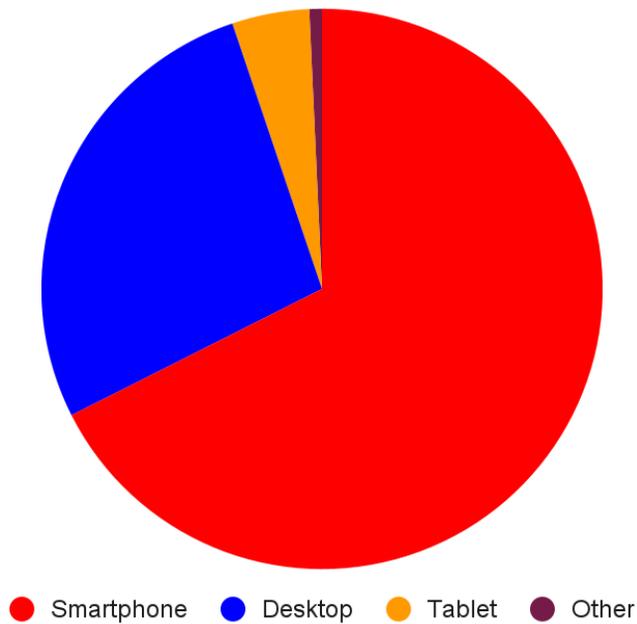
Digital Security: Our team diligently reviews data to enhance internet security measures proactively. To combat the ever-evolving cyber threats, we prioritize frequent upgrades and adjustments to our defenses. A cornerstone of our strategy is the continuous training on safe email practices. Additionally, our City IT staff regularly undergoes training to stay aligned with both City and Public Safety security standards, underscoring our commitment to maintaining a fortified digital environment.

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. Irish Italian Festival
3. Aquatic & Fitness Center
4. Chair Umbrella Rentals
5. News Flash
6. Music on Main
7. Parks & Recreation
8. Park & Sports Complex
9. Calendar
10. Bill Pay

MOBILE APPLICATION DOWNLOADS

