



# CITY OF NORTH MYRTLE BEACH MONTHLY REPORT

OCTOBER 2023

# INFORMATION SERVICES

## NOTABLE ONGOING PROJECTS

### City Software

**NMB Help Desk:** In October, City employees submitted more than 276 requests covering various requirements. These included setting up wireless printing, acquiring new desktop computers, servicing and diagnosing mobile phones, changing passwords, installing software, and integrating new team members into our systems.

**Online Permits:** In October, the Planning Department issued over 320 building permits with the help of the online building permit software.

### Current Projects

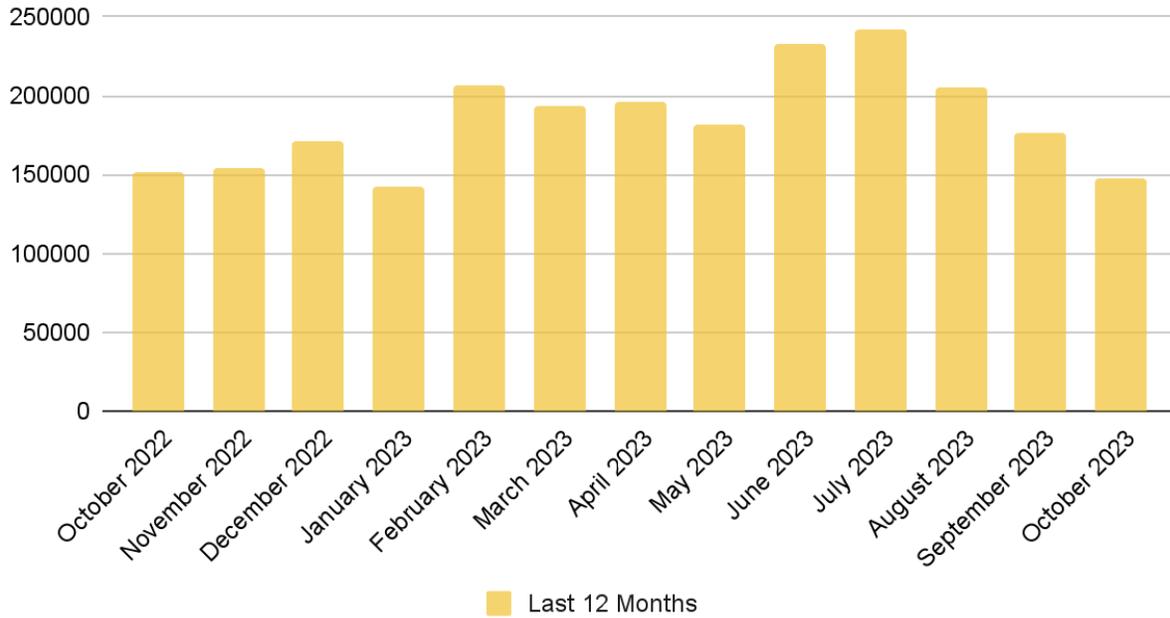
**Christmas Light Show:** Information Services provided support in establishing the Christmas Light Show. This involved various tasks such as configuring point-to-point internet systems for the Point of Sale terminals utilized by Parks and Recreation, synchronizing the Christmas lights with musical timings, and ensuring stable internet access both in Santa's Village and through public Wifi for guests.

**Project Updates:** Our team is actively engaged in diverse IT projects, including upgrading and maintaining the technology in Council Chambers, installing new camera systems, and performing major updates to both physical and virtual servers. Alongside these, we are also dedicated to the cleaning and rewiring of various internet switch closets, ensuring optimal performance and reliability of our IT infrastructure.

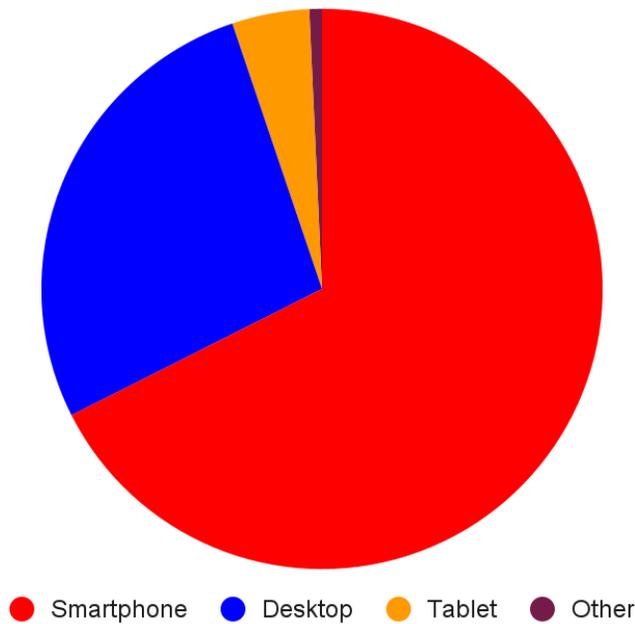
**Digital Security:** Our team carefully examines data to actively improve our internet security strategies. In response to the constantly changing cyber threats, we focus on regularly updating and modifying our security measures. An essential part of our approach is ongoing training in safe email usage. Moreover, our City IT staff consistently participates in training sessions to ensure adherence to both City and Public Safety security protocols, highlighting our dedication to upholding a secure digital framework.

## 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. Aquatic & Fitness Center
2. Dashing Through the Glow
3. Bill Pay
4. Beach Cameras
5. Sports Park
6. Parks and Recreation
7. Civic Alerts
8. The Great Christmas Light Show
9. Calendar
10. Howl O Scream

## MOBILE APPLICATION DOWNLOADS

