

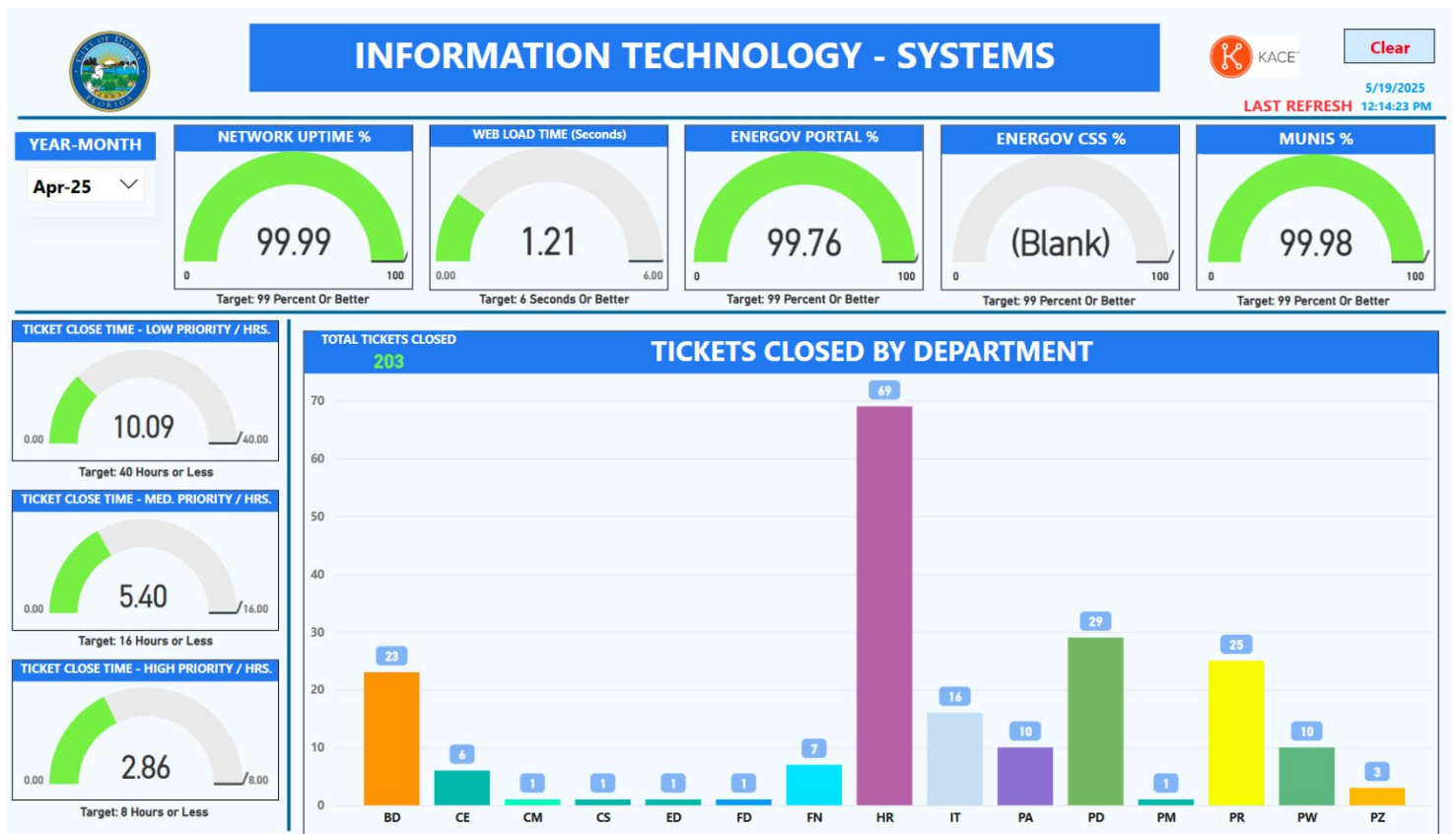


# Monthly Department Report

## INFORMATION TECHNOLOGY

**April 2025**

### Department Stats/ Key Performance Indicators





# Monthly Department Report

## INFORMATION TECHNOLOGY



### INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

5/19/2025

LAST REFRESH 12:14:23 PM

YEAR-MONTH

Apr-25

Tickets Created

204

Tickets Closed

203

Outstanding Tickets

1

Avg. Business Days

0.84

Tickets Per Day

6.80

Top Owner

Jonathan Arango (L...

Top Submitter

Jeanne Espinal (HR)

#### Status

Status ● Closed ● Outstanding



#### Tickets Created by Date

● Tickets Opened ● Tickets Closed ● Total



### INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

4/25/2025

LAST REFRESH 12:13:30 PM

YEAR-MONTH

Mar-25

Tickets Created

2

Tickets Closed

2

Outstanding Tickets

0

Avg. Business Days

26.00

Tickets Per Day

0.07

Top Owner

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Top Submitter

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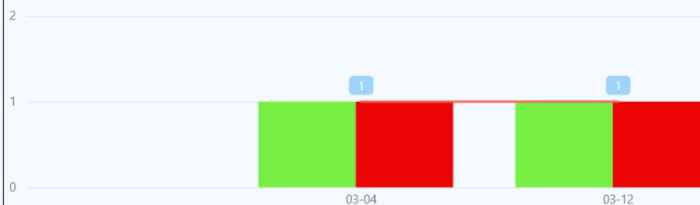
#### Status

Status ● Closed



#### Tickets Created by Date

● Tickets Opened ● Tickets Closed ● Total





# Monthly Department Report

## INFORMATION TECHNOLOGY

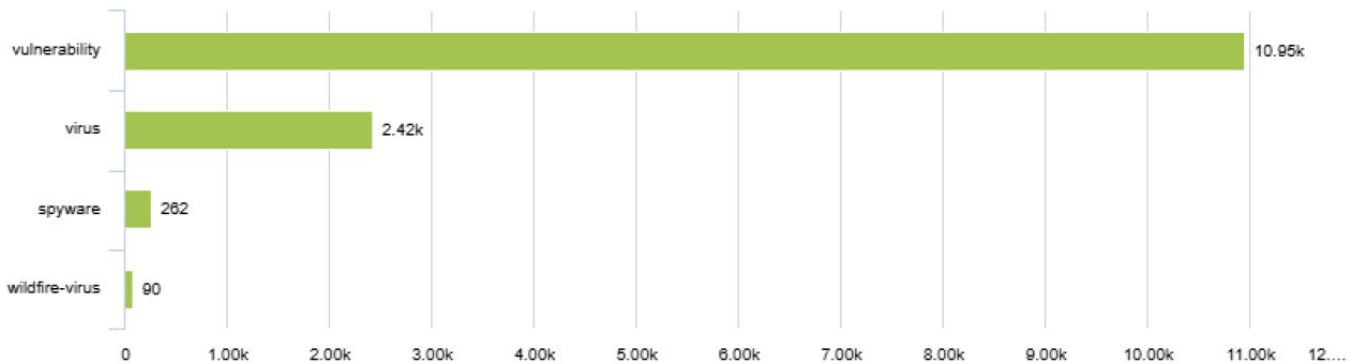
### Security Statistics

#### Blocked Threats - City Hall - April 2025

##### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	4.7k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	2.1k
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	854
Apache Log4j Remote Code Execution Vulnerability	92046	vulnerability	code-execution	critical	511
Apache Olingo Denial-of-Service Vulnerability	57189	vulnerability	dos	high	281
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	254
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	180
Generic Malicious Javascript Detection	86565	spyware	spyware	critical	177
YAWS Unauthenticated Remote File Disclosure Vulnerability	58618	vulnerability	info-leak	high	152
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	126
others	others	others	others		4.3k



# Monthly Department Report

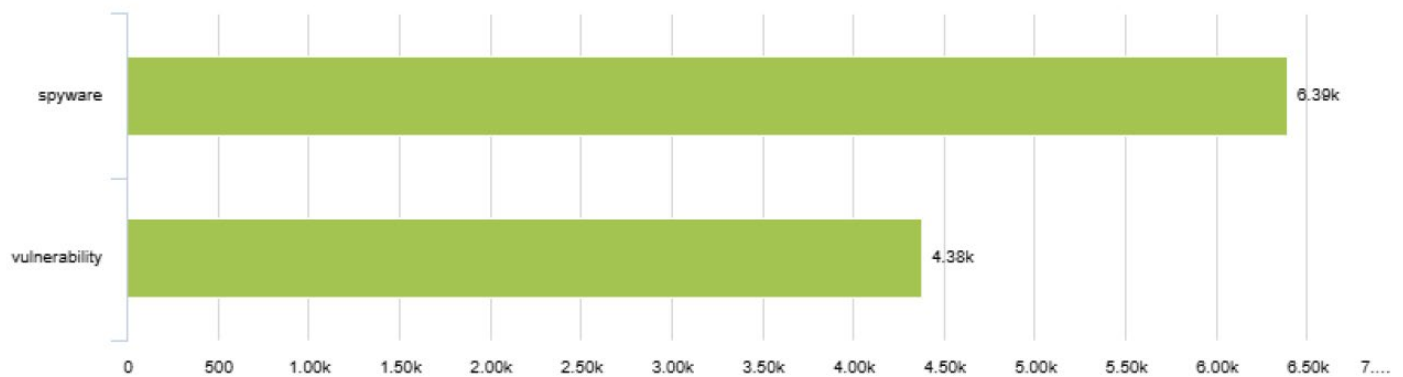
## INFORMATION TECHNOLOGY

### Blocked Threats – Data Center – April 2025

#### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	6.4k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	1.1k
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	medium	773
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	594
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	349
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	232
Generic HTTP Cross Site Scripting Attempt	31475	vulnerability	code-execution	high	216
ThinkPHP Remote Code Execution Vulnerability	54825	vulnerability	code-execution	critical	214
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	175
Novell ZENworks Mobile Management Cross-Site Scripting Vulnerability	39766	vulnerability	code-execution	medium	116
others	others	others	others		654





# Monthly Department Report

INFORMATION TECHNOLOGY







## Email Protection Report – City Hall

1 April 2025 - 1 May 2025

### City of Doral Threat Protection Report

We have inspected a total of 306325 emails

426 Incidents			
 <b>382</b> Phishing (1060 emails)	 <b>40</b> Spam (245 emails)	 <b>4</b> Safe (44 emails)	 <b>0</b> Unclassified (0 emails)

2136 Remediated Emails
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# Monthly Department Report

INFORMATION TECHNOLOGY







## Email Protection Report – Doral Police Department

1 April 2025 - 1 May 2025

### Doral Police Department Threat Protection Report

We have inspected a total of 169841 emails

383 Incidents			
 <b>360</b> Phishing (942 emails)	 <b>20</b> Spam (294 emails)	 <b>2</b> Safe (13 emails)	 <b>1</b> Unclassified (15 emails)

<b>3236</b> Remediated Emails
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# Monthly Department Report

## INFORMATION TECHNOLOGY



### Major Project Updates

- Doral Central Park
  - IT wiring of the facility is completed. Testing and troubleshooting as needed.
  - The termination of the cables is 100% completed. Audiovisual racks have been installed in all IT Rooms.
  - Backend AV programming continues at the recreation center and the aquatics.
  - Installation of CCTV cameras continues at all phases, 80% completed.
  - Fiber installation for phase 4 IT poles is completed.
  - Access control installation has been completed. Pending inspections.
  - Wi-Fi deployment has been completed and tested.
  - Backend servers for CCTV and video analytics have been delivered and installed. Configuration is in progress.
- Doral Legacy Park
  - Pending commissioning and training for outdoor signage.
- Departmental Web Traffic Decryption
  - Continued configuration for the Council Staff department traffic decryption.
- ERP SaaS migration and upgrade
  - SaaS migration and upgrade scheduled for 5/15-16.
  - Next Steps:
    - Upgrade the On-Prem Test environment.
    - Test the On-Prem (test environment) ERP and EPL integration
    - Forms Testing
    - Cut to live
- EPL upgrade schedule for the same day as the ERP upgrade, 5/15-16.



# Monthly Department Report

## INFORMATION TECHNOLOGY

### Administration

- Training and Certifications
  - IT Security Manager continues his CGCIO program.
  - Application Services Manager started his Master of Science in IT Management
- New hires / Promotions
  - None
- Process improvements or streamlining initiatives.
  - Continue to streamline internal dashboards for City Hall.
  - Continue the review and update of IT policies and procedures.
  - Continue the IT meetings with all departments to enhance collaboration in a more proactive manner.
  - Continued internal IT dashboard for cybersecurity campaign results.
  - The IT Director and Technology Project Manager participated in the Strategic Planning sessions.
  - Had the kickoff meeting for the network, detection, and response solution project.
  - Provided, coordinated, and assisted with audio-visual needs for the National Day of Prayer event.
  - Conducted interviews for the Assistant IT Director position.
  - Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.