

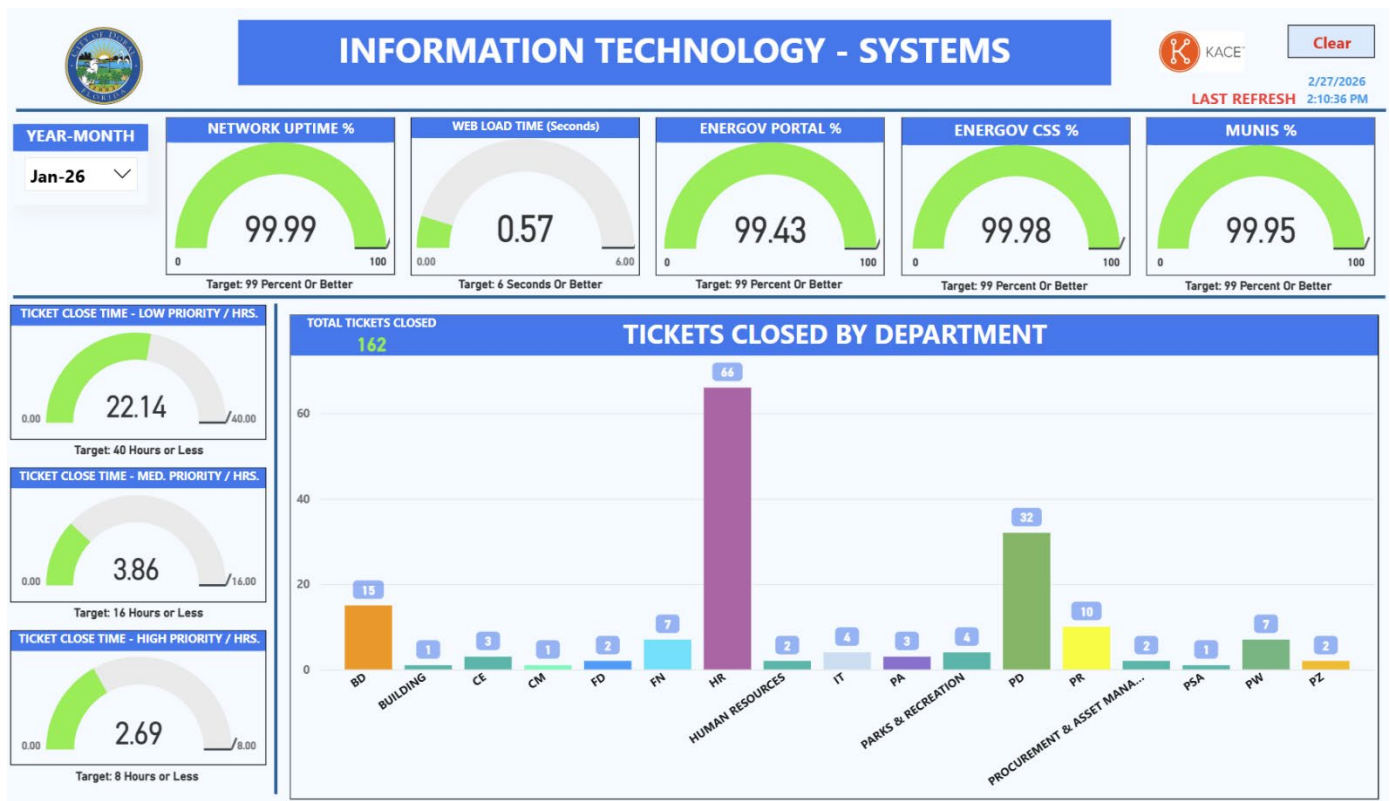


Monthly Department Report

INFORMATION TECHNOLOGY

January 2026

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

2/27/2026

LAST REFRESH 2:10:36 PM

YEAR-MONTH

Jan-26

Tickets Created

166

Tickets Closed

162

Outstanding Tickets

4

Avg. Business Days

0.60

Tickets Per Day

5.53

Top Owner

Rodolfo Portilla (IT)

Top Submitter

Jeanne Espinal (HR)

Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

2/27/2026

LAST REFRESH 2:10:36 PM

YEAR-MONTH

Jan-26

Tickets Created

4

Tickets Closed

2

Outstanding Tickets

2

Avg. Business Days

33.00

Tickets Per Day

0.13

Top Owner

Eduardo Mendes

Top Submitter

Eduardo Mendes

Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total





Monthly Department Report

INFORMATION TECHNOLOGY

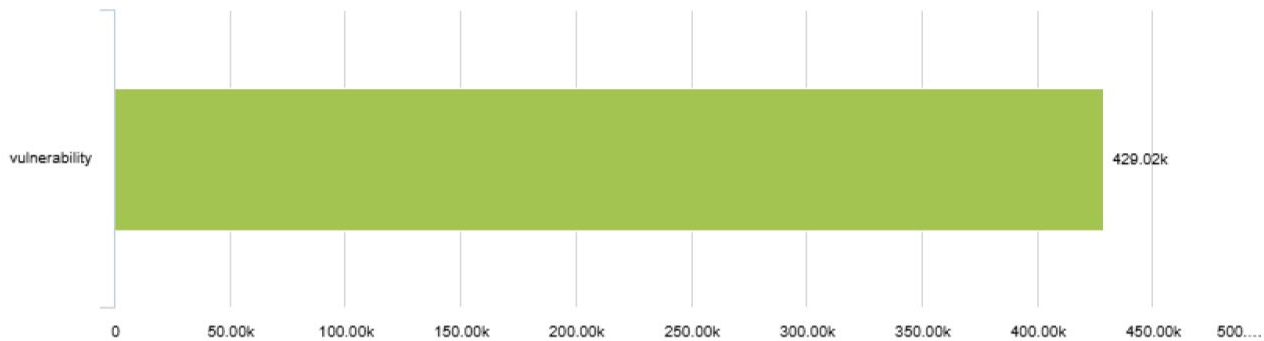
Security Statistics

Blocked Threats - City Hall - January 2026

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	418.5k
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	2.4k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	1.9k
Mozilla Firefox Multiple Nested Marquee Tags Denial of Service Vulnerability	30991	vulnerability	dos	medium	1.7k
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	1.2k
Apache Log4j Remote Code Execution Vulnerability	92046	vulnerability	code-execution	critical	657
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	368
YAWS Unauthenticated Remote File Disclosure Vulnerability	58618	vulnerability	info-leak	high	214
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	188
Nessus Scanner for BlueKeep Vulnerability	56572	vulnerability	code-execution	medium	188
others	others	others	others		1.7k



Monthly Department Report

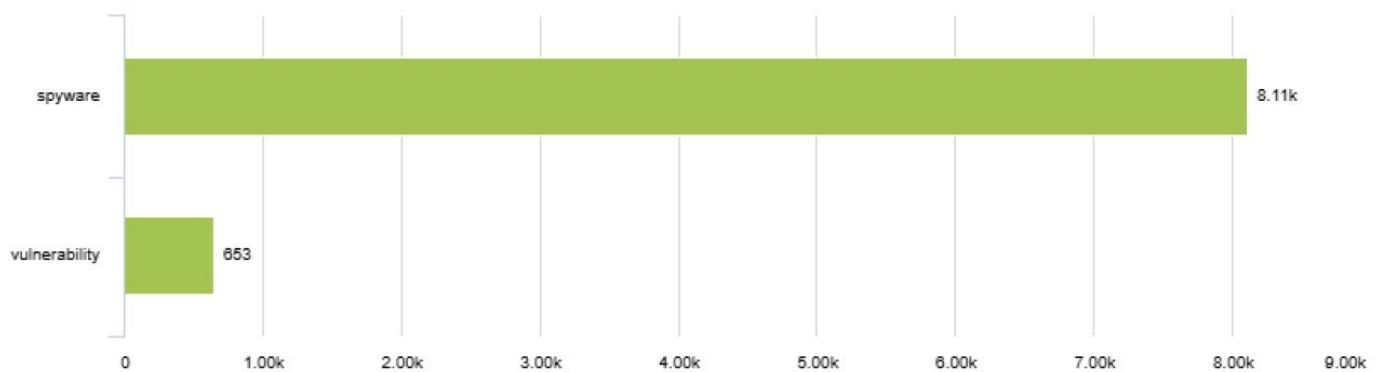
INFORMATION TECHNOLOGY

Blocked Threats – Data Center – January 2026

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	8.1k
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	580
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	37
PowerDNS Authoritative Server Long qname Denial-of-Service Vulnerability	40073	vulnerability	brute-force	high	15
Cisco Smart Install Protocol Vulnerability	56653	vulnerability	code-execution	medium	7
TBK DVR-4104 and DVR-4216 Command Injection Vulnerability	96441	vulnerability	code-execution	medium	6
Nmap Scripting Engine Detection	58433	vulnerability	hacktool	medium	4
GPON Home Routers Remote Code Execution Vulnerability	37264	vulnerability	code-execution	critical	2
PowerDNS Recursive Out-of-Bounds Read Denial-of-Service Vulnerability	40729	vulnerability	dos	high	2



Monthly Department Report

INFORMATION TECHNOLOGY



Email Protection Report – City Hall – January 2026

1 Jan. 2026 - 31 Jan. 2026

City of Doral Threat Protection Report

We have inspected a total of 315623 emails

329

Incidents



250

Phishing



69

Spam



9

Safe



1

Unclassified

1865

Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY



Email Protection Report – Doral Police Department – January 2026

1 Jan. 2026 - 31 Jan. 2026

Doral Police Department Threat Protection Report

We have inspected a total of 128736 emails

371

Incidents



334

Phishing



33

Spam



4

Safe



0

Unclassified

2952

Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY



Major Project Updates

- Doral Central Park
 - Backend AV programming completed at the recreation center and the aquatics center.
 - Installation of CCTV cameras continues at all phases, 99% completed.
- Commissioning for outdoor signage at Doral Legacy Park is in completed.
 - Tutorials for training are pending.
- New Procurement system acquired, configuration is completed, and training is completed.
- City Hall meeting rooms AV upgrade
 - Design for AV upgrade completed.
 - Low-voltage cables have been run.
 - Procurement and installation of equipment for the first meeting room started.
- LPR project with Police Department
 - Site designs have been completed. Permits have been submitted to the City of Doral and Miami-Dade County.
 - Installation has been completed for two sites. The rest are pending permits.
- Network Automation and Analytics Platform project
 - Kick-off call completed
 - Educational and Technical completed.
 - Site walkthrough visits completed.
 - Configuration for the first site completed
 - First site was migrated. Second site scheduled.

Administration

- Training and Certifications
 - The IT Department conducted department-wide ITIL v4 Foundation training and certification.
- New hires / Promotions
 - Conducted interviews for Sr Network Architect
 - Conducted interviews for Network Administrator
 - Re-advertised the Intersection Technology System Analyst position.
- Process improvements or streamlining initiatives
 - The security team completed the implementation of the network detection and response platform.
 - IT continues collaborating with Parks for a replacement of the current parks and recreation system.
 - IT personnel met with Public Affairs leadership to discuss enhancements to internal dashboards.
 - Planned and scheduled the Senior's IT Academy starting in February.
 - The IT Team continues assessment of the full city security posture.



Monthly Department Report

INFORMATION TECHNOLOGY

- The IT team continues to perform annual updates to technology policies and operational procedures.
- Continue to streamline internal/external dashboards for City Hall and the Police Department.
- Upgraded server and storage infrastructure.
- IT teams continue to support the city with all audiovisual events.
- Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.