



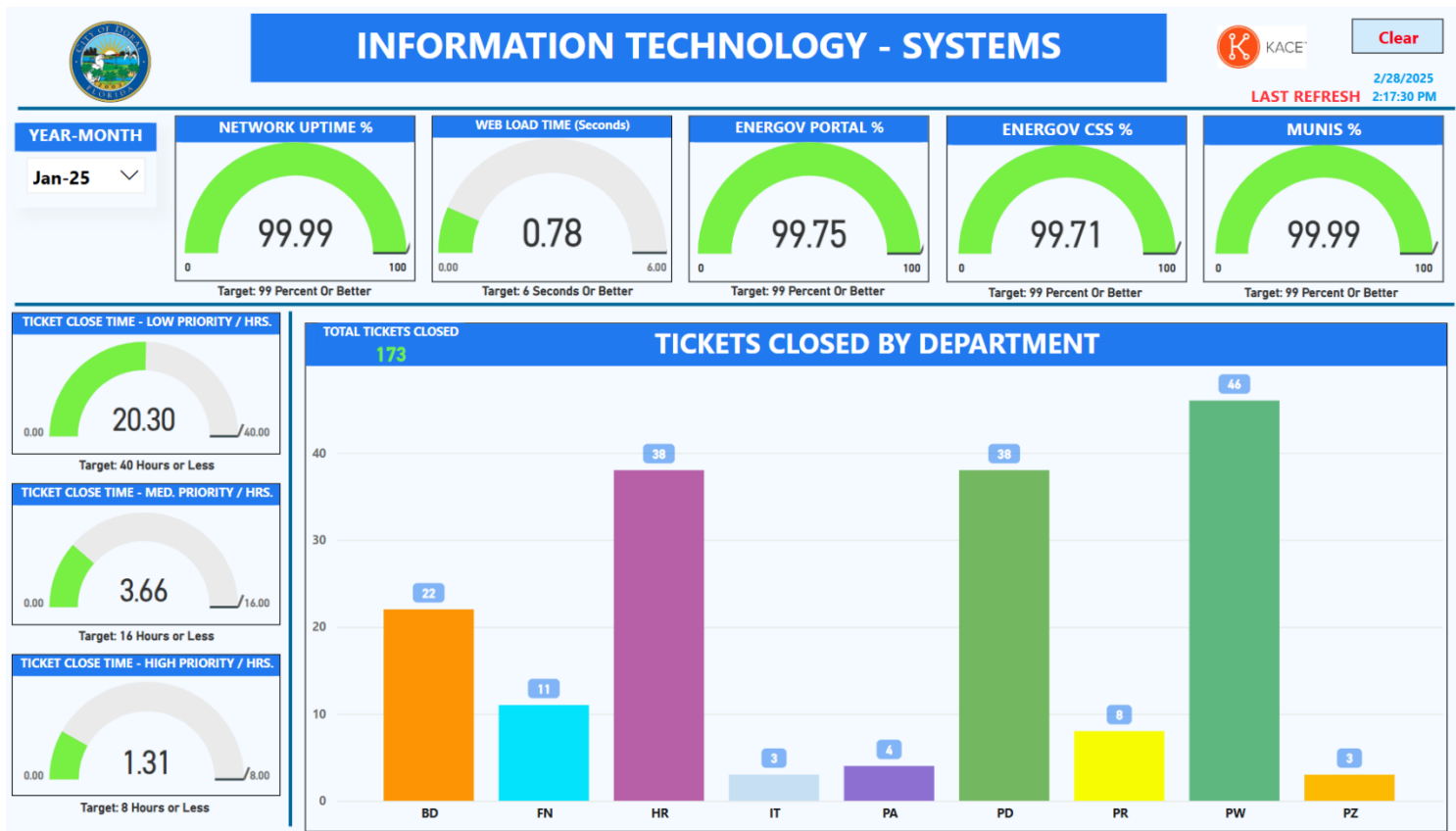
Monthly Department Report

INFORMATION TECHNOLOGY



January 2025

Department Stats/ Key Performance Indicator





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

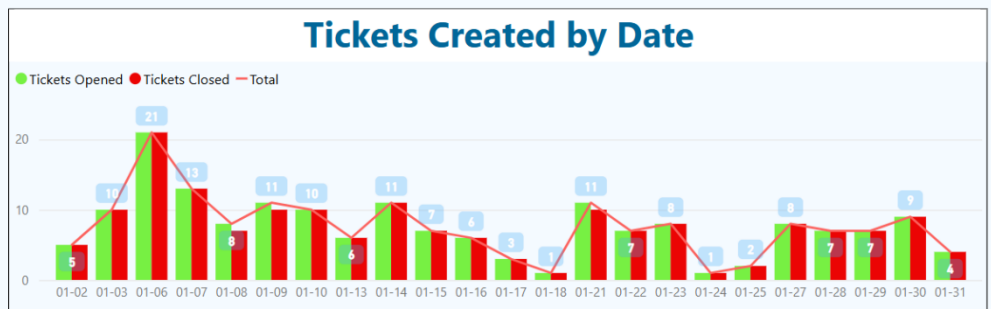
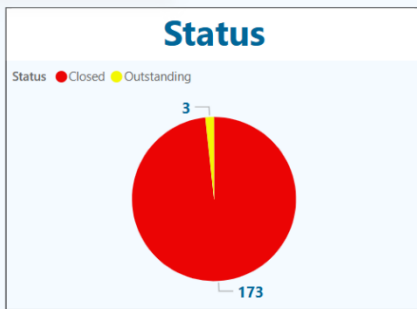


Clear

2/28/2025

LAST REFRESH 2:17:30 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Jan-25	176	173	3	0.39	5.87	Rodolfo Portilla (IT)	Jeanne Espinal (HR)



INFORMATION TECHNOLOGY - CHANGE MGMT

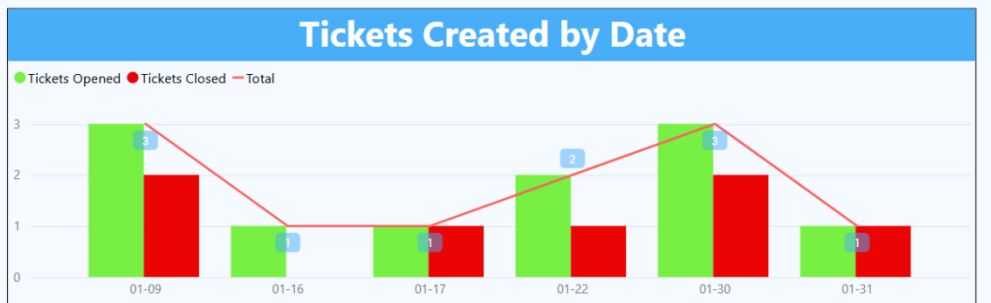
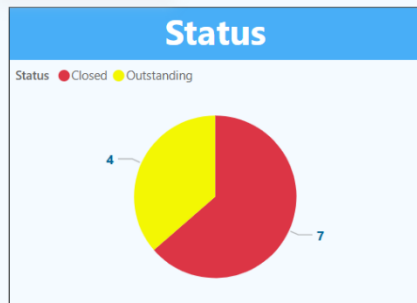


Clear

2/28/2025

LAST REFRESH 2:17:30 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Jan-25	11	7	4	13.36	0.37	Eduardo Mendes	Eduardo Mendes





Monthly Department Report

INFORMATION TECHNOLOGY

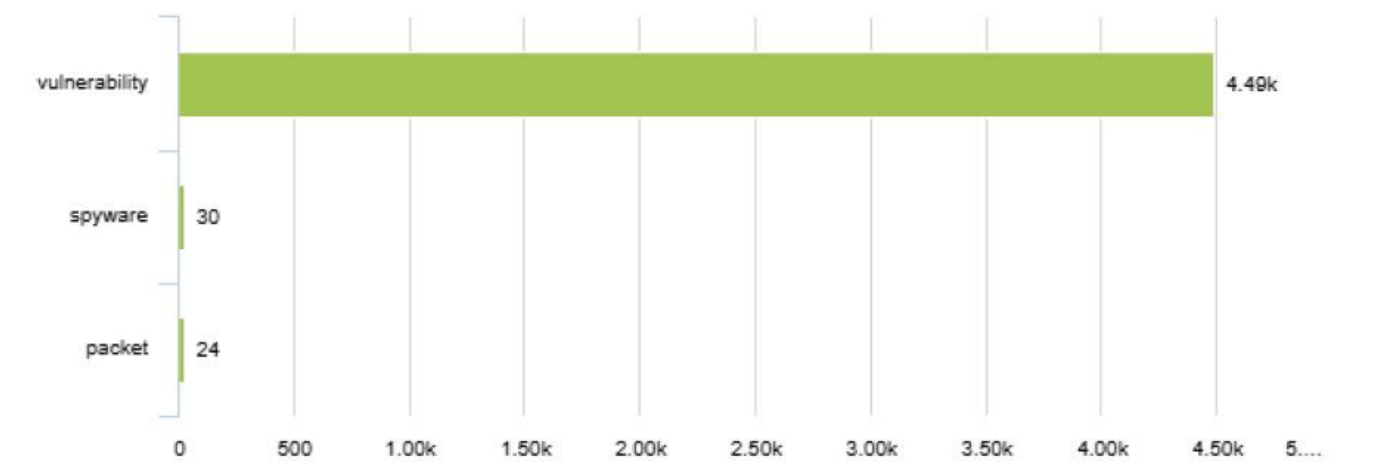


Security Statistics

Blocked Threats - City Hall - January 2025

Blocked Threats

threats



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	4.4k
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	41
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	35
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	30
TCP SYN with data	8723	packet	N/A	informati	23
DHCP Long Hostname Anomaly	34334	vulnerability	overflow	high	16
Digium Asterisk WebSocket Frame Empty Payload Denial-of	40663	vulnerability	dos	medium	4
TCP SYN-ACK with data	8724	packet	N/A	informati	1
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	1



Monthly Department Report

INFORMATION TECHNOLOGY

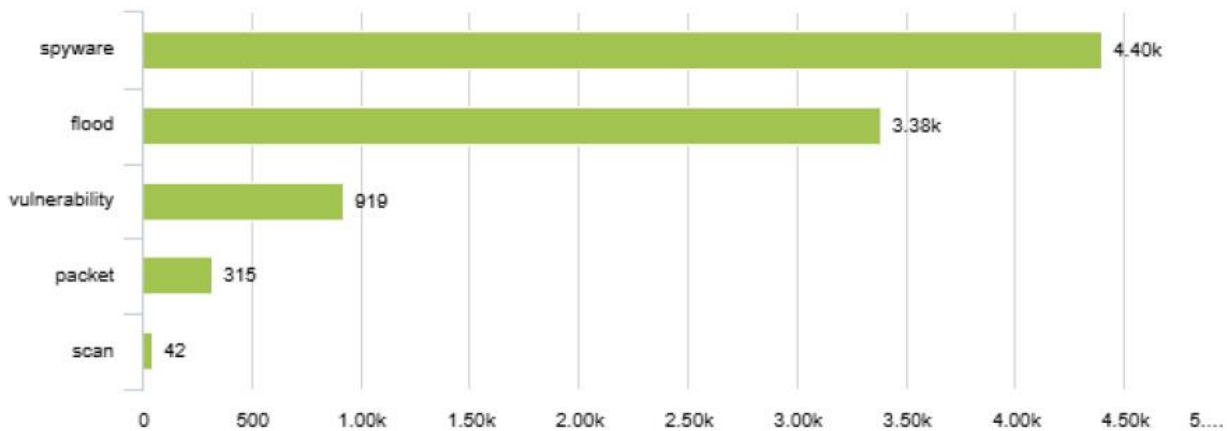


Blocked Threats – Data Center – December 2024

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	4.4k
PBP Packet Drop	8507	flood	flood	high	2.9k
ICMP Flood	8503	flood	flood	critical	499
TCP SYN with data	8723	packet	N/A	informati	300
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	241
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	174
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	high	125
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	76
SCAN: TCP Port Scan	8001	scan	scan	medium	42
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	39
others	others	others	others		281



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – City Hall

1 Jan. 2025 - 1 Feb. 2025

City of Doral Threat Protection Report

We have inspected a total of 277390 emails

267 Incidents			
 218 Phishing (625 emails)	 44 Spam (381 emails)	 5 Safe (20 emails)	 0 Unclassified (0 emails)

1797 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – Doral Police Department

1 Jan. 2025 - 1 Feb. 2025

Doral Police Department Threat Protection Report

We have inspected a total of 144568 emails

387 Incidents			
 363 Phishing (1323 emails)	 15 Spam (103 emails)	 8 Safe (20 emails)	 1 Unclassified (4 emails)

3511 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY



Major Project Updates

- Doral Central Park
 - IT wiring of the facility continues. 100% completion of the site-ready rooms.
 - 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 it has begun at the aquatics.
 - Access control wiring is 100% completed.
 - Installation of CCTV cameras continues at all phases.
 - Fiber installation for phase 4 IT poles is finalizing.
 - Access control and CCTV permit has been approved.
 - Wi-Fi deployment has begun at phase 4.
 - Backend servers for CCTV and video analytics have been delivered and installed.
- Doral Legacy Park
 - Testing completed.
 - Pending commissioning and training for outdoor signage.
- Departmental Web Traffic Decryption
 - Started configuration for the Council Staff department traffic decryption.
- Munis SaaS migration and upgrade
 - A new SaaS environment was set up and the following apps were tested:
 - Munis ERP - 2024.3
 - Ready Forms - 2024.3
 - Tyler Hub - 2024.3
 - Tyler Cashiering Server - 2024.4
 - Next Steps:
 - Upgrade the On-Prem Test environment of Cashiering and Hub
 - Test the On-Prem (test environment) Cashiering, ERP, and EPL integration
 - Forms Testing
 - Cut to live



Monthly Department Report

INFORMATION TECHNOLOGY



Administration

- Training and Certifications
 - Interim IT Director completed Six Sigma Black Belt certification.
 - Technology Project Manager graduated from the CPTM program.
 - Sr Network Architect completed Palo Alto Networks Certified Network Security Administrator Certification.
 - Sr Network Architect completed Palo Alto Networks Certified Network Security Engineer Certification.
 - IT Security Manager/ Acting Assistant IT Director continues his CGCIO program.
- New hires
 - IT Technician
- Process improvements or streamlining initiatives.
 - Continued the automation of dashboards for the Police Department.
 - Streamlined internal dashboards for City Hall.
 - Continued review and update of IT policies and procedures.
 - Conducted interviews for the AV Systems Technician position.
 - Completed a ransomware security health check.
 - Started IT meetings with all departments to enhance collaboration in a more proactive manner.