

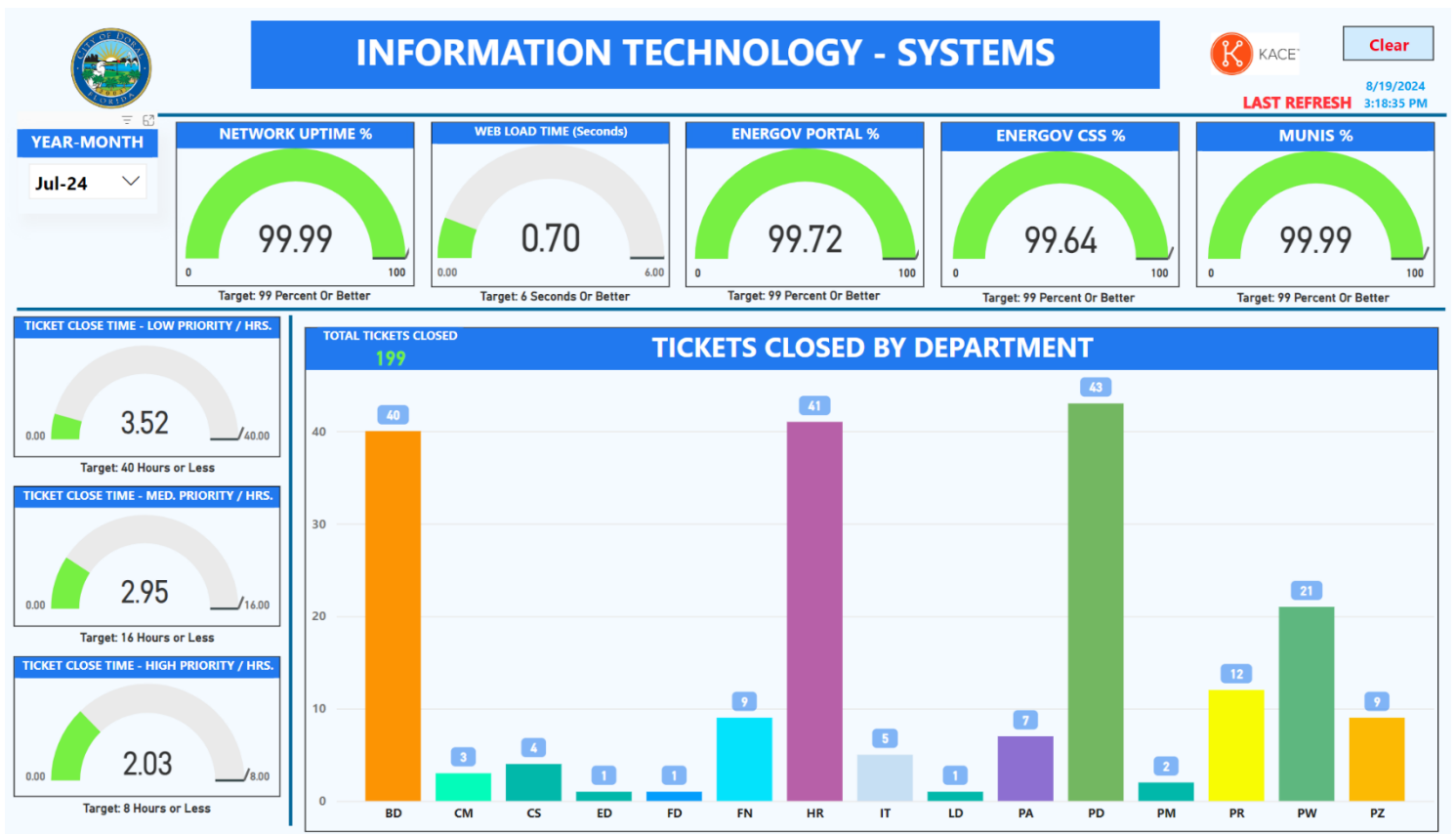


# Monthly Department Report

## INFORMATION TECHNOLOGY

**July 2024**

### Department Stats/ Key Performance Indicator





# Monthly Department Report

## INFORMATION TECHNOLOGY



### INFORMATION TECHNOLOGY - HELP DESK TICKETS

Clear

LAST REFRESH 8/19/2024 1:17:43 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
Jul-24	204	199	5	0.49	17.00	Carlos Flores (IT)	Jeanne Espinal (HR)

#### Status

Status ● Closed ● Outstanding

#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total

### INFORMATION TECHNOLOGY - CHANGE MGMT

Clear

LAST REFRESH 8/19/2024 3:18:35 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
Jul-24	3	0	3	26.33	0.25	Rainel Sanchez (IT)	Rainel Sanchez (IT)

#### Status

Status ● Outstanding

#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



# Monthly Department Report

## INFORMATION TECHNOLOGY



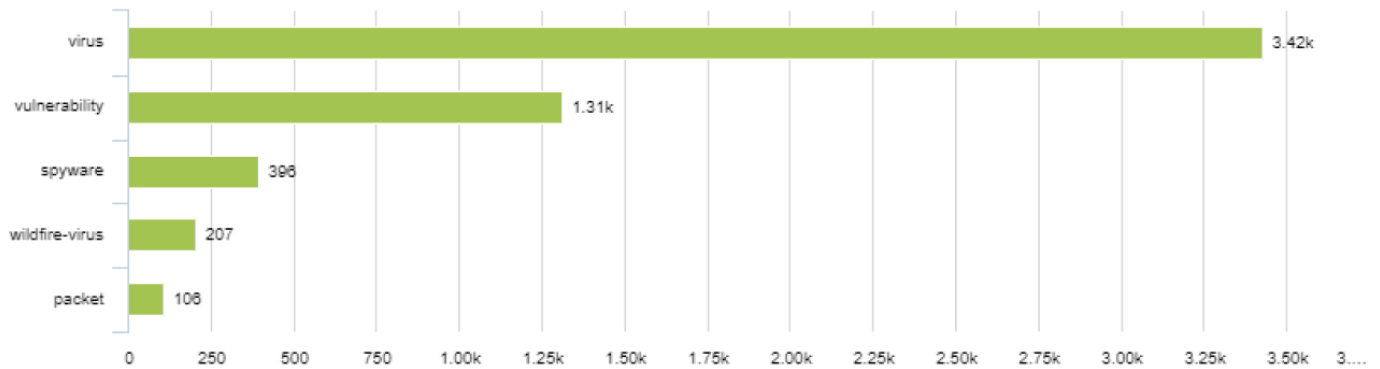
### Security Stats

### Blocked Threats - City Hall

#### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Generic Malicious Javascript Detection	86565	spyware	spyware	critical	225
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	167
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	117
653015748	653015748	virus	script-av	medium	111
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	98
TCP SYN with data	8723	packet	N/A	informational	95
Trojan/Win32.leonem.aoy	382937481	virus	openoffice	medium	91
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	79
Metasploit PDF Exploit Evasion Sample	32766	vulnerability	code-execution	critical	65
Microsoft Office Remote Code Execution Vulnerability	92502	vulnerability	code-execution	high	60
others	others	others	others		4.3k



# Monthly Department Report

## INFORMATION TECHNOLOGY



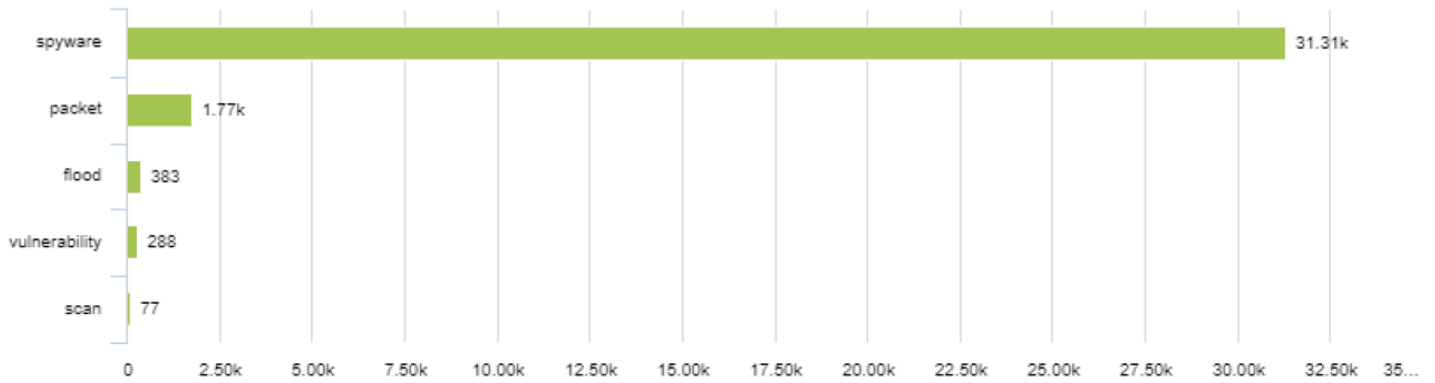
### Blocked Threats – Data Center

#### Blocked Threats

threats



Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
<a href="#">Suspicious TLS Evasion Found</a>	14978	spyware	spyware	informati	31.3k
<a href="#">TCP SYN with data</a>	8723	packet	N/A	informati	1.6k
<a href="#">PBP Packet Drop</a>	8507	flood	flood	high	320
<a href="#">TCP SYN-ACK with data</a>	8724	packet	N/A	informati	127
<a href="#">ZGrab Application Layer Scanner Detection</a>	57955	vulnerability	info-leak	medium	105
<a href="#">Metasploit VxWorks WDB Agent Scanner Detection</a>	56693	vulnerability	info-leak	medium	103
<a href="#">SCAN: TCP Port Scan</a>	8001	scan	scan	medium	76
<a href="#">ICMP Flood</a>	8503	flood	flood	critical	63
<a href="#">TP-Link Archer Router Command Injection Vulnerability</a>	93749	vulnerability	code-execution	high	21
<a href="#">PowerDNS Recursive Out-of-Bounds Read Denial-of-Service Vulnerability</a>	40729	vulnerability	dos	high	13
others	others	others	others		50



# Monthly Department Report

## INFORMATION TECHNOLOGY







### Email Protection Report – City Hall

1 July 2024 - 31 July 2024

## City of Doral Threat Protection Report

We have inspected a total of 263708 emails

<b>284</b> Incidents			
 <b>202</b> Phishing	 <b>65</b> Spam	 <b>17</b> Safe	 <b>0</b> Unclassified

**2248**  
Remediated Emails

Emails that were deleted, moved to the spam folder, or were flagged with an inline message based on reported and automatically escalated incidents in the selected time frame.





# Monthly Department Report

## INFORMATION TECHNOLOGY







### Email Protection Report – Doral Police Department

1 July 2024 - 31 July 2024

## Doral Police Department Threat Protection Report

We have inspected a total of 144965 emails

<b>301</b> Incidents			
 <b>266</b> Phishing	 <b>33</b> Spam	 <b>0</b> Safe	 <b>2</b> Unclassified

**3434**  
Remediated Emails

Emails that were deleted, moved to the spam folder, or were flagged with an inline message based on reported and automatically escalated incidents in the selected time frame.



# Monthly Department Report

## INFORMATION TECHNOLOGY



### Major Project Updates

- Doral Central Park
  - IT wiring of the facility continues. 95% completion of the site-ready rooms.
  - The termination of the cables is ongoing.
  - Wired has begun on the aquatics support building and will be starting on the grandstand.
  - Audio Visual racks have been installed in the recreation center.
  - All musco pole speakers have been installed, 95% of the speaker wires have been ran.
  - Access control and CCTV permit process ongoing. The permit has been approved by the county and is now being processed using the Doral permit system.
- Council Chamber Camera Addon
  - The Council chamber camera add-on project is 95% done. All systems are live and tested during the June council meeting, pending the replacement of some AV equipment that was defective on arrival.
- Departmental Web Traffic Decryption
  - Continue with the remaining departments citywide.
- Email and File Archive Solution Upgrade
  - Configured the Cloud link/Office 365 link for active accounts.
  - Journaling to Alta Archiving setup was completed for the Police Department.
  - Completed policy classification; Retention to be set at the end of the project.
  - Completed pre-requisites set-up for migration



# Monthly Department Report

## INFORMATION TECHNOLOGY

### Administration

- Training and Certifications
  - Network Administrator completed his yearly CJIS certification.
  - Sr System Analyst completed his yearly CJIS certification.
- Network Administrator was promoted to IT Security Manager.
- Continued the automation of dashboards for the Police Department.
- Optimization of reports from a legacy system for the Development Services departments.
- Continued review and update of IT policies and procedures.