

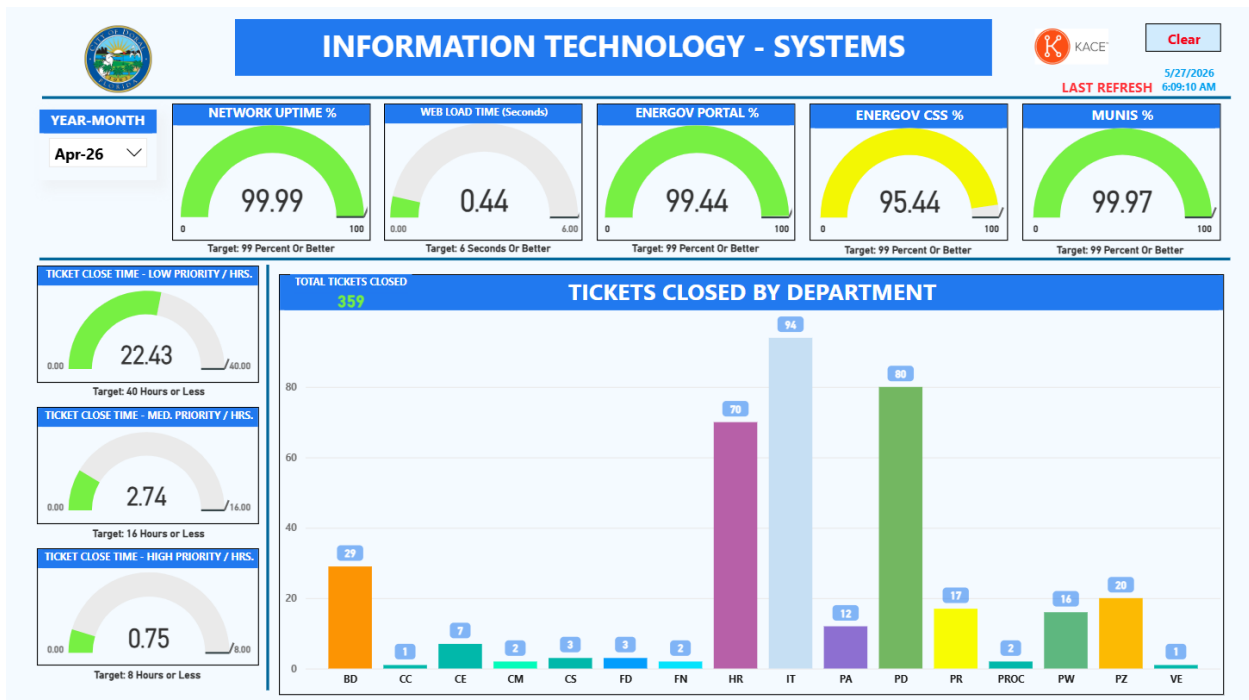


Monthly Department Report

INFORMATION TECHNOLOGY

April 2026

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

Clear

LAST REFRESH 5/27/2026 6:09:10 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Apr-26	360	358	2	0.55	12.00	Hector Martinez (IT)	Hector Martinez (IT)

Status

Status ● Closed ● Outstanding

Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total

INFORMATION TECHNOLOGY - CHANGE MGMT

Clear

LAST REFRESH 5/27/2026 6:09:10 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Apr-26	2	0	2	25.50	0.07	Rainel Sanchez (IT)	Rainel Sanchez (IT)

Status

Status ● Outstanding

Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



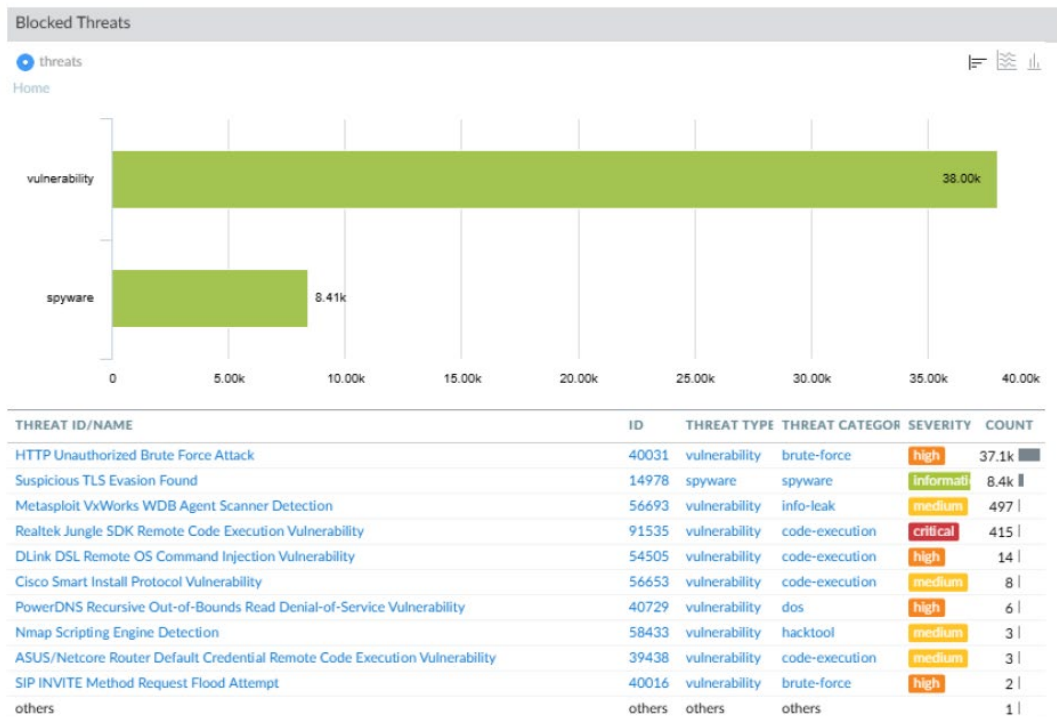
Monthly Department Report

INFORMATION TECHNOLOGY



Security Statistics

Blocked Threats – City Hall –April 2026



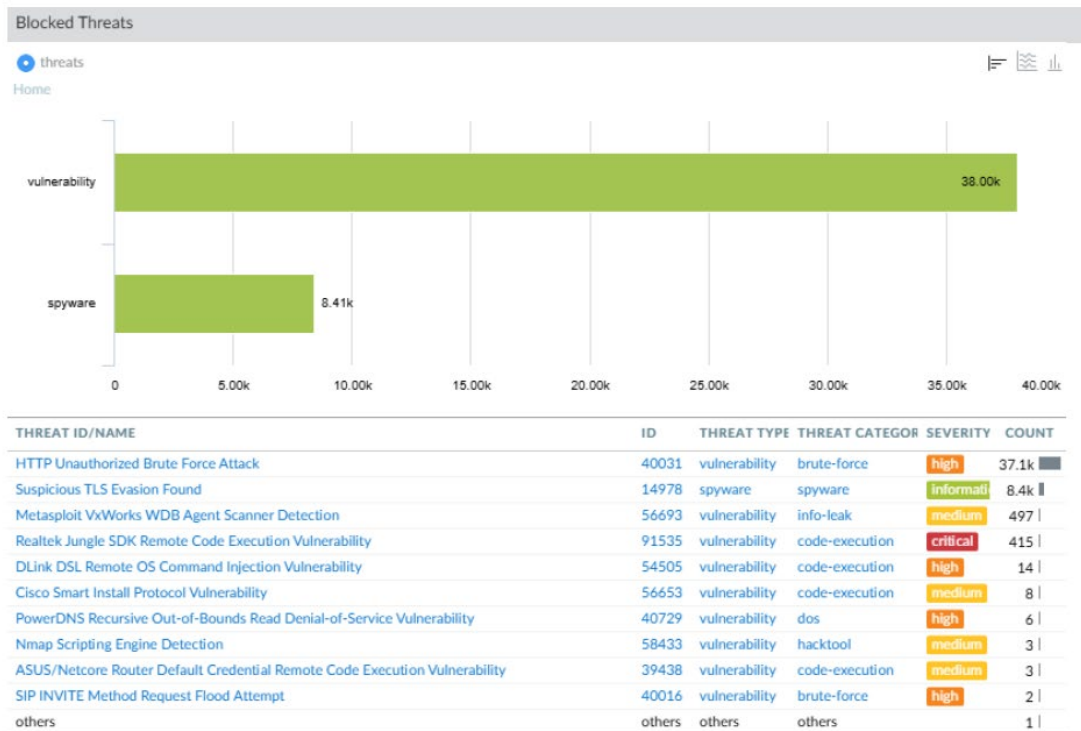


Monthly Department Report

INFORMATION TECHNOLOGY



Blocked Threats – Data Center –April 2026





Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – City Hall – April 2026

1 April 2026 - 30 April 2026

City of Doral Threat Protection Report

We have inspected a total of 314987 emails

400 Incidents			
 346 Phishing	 47 Spam	 7 Safe	 0 Unclassified

3430
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 – April 2026

1 April 2026 - 30 April 2026

Doral Police Department Threat Protection Report

We have inspected a total of 150804 emails

178 Incidents			
 171 Phishing	 5 Spam	 1 Safe	 1 Unclassified

3817
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

- **Network Automation and Analytics Platform project | In Progress**
 - Configuration for the first site completed. First site migrated.
 - Configuration for the second site completed. Second site migrated.
 - Completed the configuration of the new switches for the data center.
- **EPL Migration | In Progress**
 - Coordinated, upgraded, and tested the Energov TEST environment.
- **EPL Crystal Reports Migration | In Progress**
 - Identified reports for SSRS migration, mapped migration paths, and successfully migrated/tested the CE Citation report.
- **LPR Police Project | Active Deployment**
 - Completed infrastructure installation at multiple sites. Deployment, commissioning, and programming activities are ongoing as installation progresses sequentially across the remaining locations.
- **LPR Refresh Project | Final Commissioning Phase**
 - Completed all major infrastructure and equipment installations. Current efforts are focused on final commissioning, system tuning, operational validation, and project closeout activities.
- **CCTV Refresh Project | Active Deployment**
 - **Glades Park & Legacy Park**
 - Installed all currently available CCTV inventory. Glades Park is substantially complete, while Legacy Park interior installations remain pending additional camera inventory. Continued coordination with Procurement for remaining equipment needs.
 - **Meadows Park CCTV Refresh & Coverage Enhancement Project**
 - Initiated assessment and planning efforts for CCTV refresh and expanded coverage enhancements. Ongoing coordination with CIP regarding infrastructure requirements, deployment strategy, and project cost analysis.
- **PD HQ Buildout Project | Design Coordination Phase**



Monthly Department Report

INFORMATION TECHNOLOGY

- Continued coordination with the project architect and stakeholders to refine AV, CCTV, network infrastructure, and technology system requirements. Ongoing review of design deliverables and operational needs.
- **Doral Central Park Garage and Recreational Area Project | Design Coordination Phase**
 - Continued coordination with the project architect and stakeholders to refine AV, CCTV, network infrastructure, and technology system requirements. Ongoing review of design deliverables and operational needs.
- **Conference Room Modernization Project | Active Expansion**
 - Completed deployment of conferencing systems for the City Manager and Public Affairs conference rooms. Continued planning, testing, and evaluation efforts for additional conference room upgrades and future hardware procurement.

Administration

- **Training and Certifications**
 - The IT Security Manager attended the Synthetic Risks: Deepfakes, AI-Powered Phishing, and the Collapse of Trust event on April 21.
 - GIS - Successfully completed strategies for the Web Development Webinar.
 - IT Assistant Director attended TylerConnect 2026.
 - IT leadership and head of divisions attended Emerge Americas 2026.
- **New Hires / Promotions**
 - No New Hires or Promotions.
- **Process Improvements or streamlining Initiatives**
 - AI Chatbot kicks off call and scope of works discussion
 - Police /IT walk-through to better support Public Safety IT partnership
 - Replacement of end-of-life network and security equipment
 - Upgrade network equipment on the poles for Doral Glades Park.
 - The IT Security Analyst successfully completed the cloud migration of the remote connectivity platform.
 - Continue to provide CSS access support to customers/constituents and assist the Building Department with custom reports, automations, and issue resolution.



Monthly Department Report

INFORMATION TECHNOLOGY

- Maintained fully functional web application integrated with SharePoint and Power Apps for City Clerk operations, including user management, approvals, alerts, automated workflows, payment API integration, and daily system maintenance.
- Implemented streamlined OpenForms solution, collaborated with Business Analyst Unit to meet requirements, and completed testing/approval process for City Clerk.
- Developed and updated SharePoint intranet pages, including HR and Welcome pages, support resources, Employee Self-Service links, department templates, and centralized employee resources/news hub. Ongoing priorities include the Connect With Us page, the Insurance Cards page redesign, and approval workflow development.
- Completed the development and deployment of the new internal dashboard application for requisition tracking and reporting.
- Successfully supported the development and organization of strategic planning initiatives and objectives for 2026-2027.
- Continuing the transition of HR forms from manual to digital processes to improve accessibility and workflow efficiency.
- Currently reviewing and redesigning interview workflows and documentation processes to streamline HR operations
- Ongoing coordination and preparation activities to support What Works Cities certification requirements and compliance efforts.
- Supporting implementation planning and coordination efforts for the IDEAL innovation academy initiative.
- Working on process improvements and system coordination related to Special Events Permit management.
- Assisting with the development and implementation of permitting processes for golf carts and micro mobility operations.
- 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.