



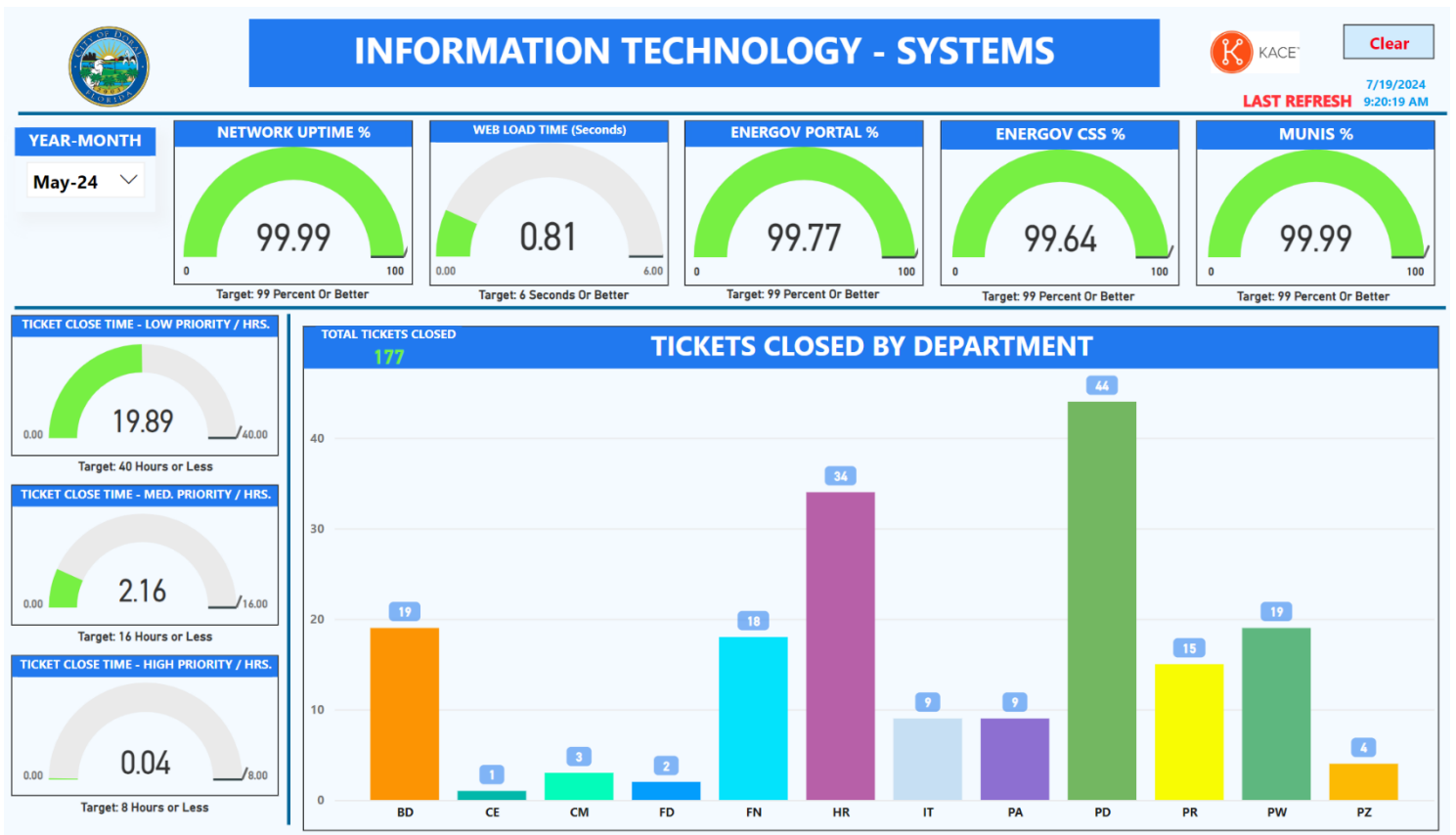
Monthly Department Report

INFORMATION TECHNOLOGY



May 2024

Department Stats/ Key Performance Indicator





Monthly Department Report

INFORMATION TECHNOLOGY



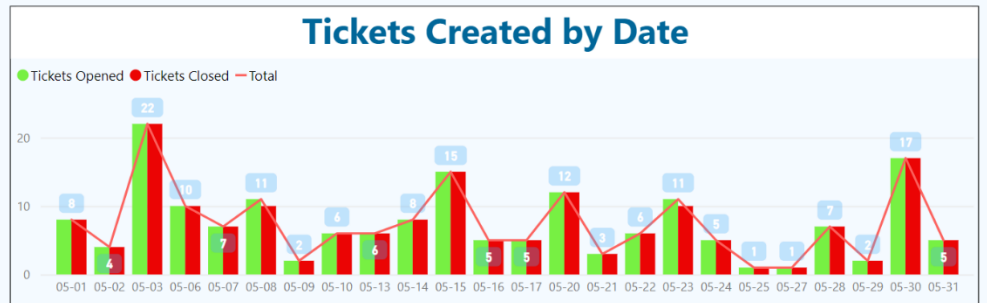
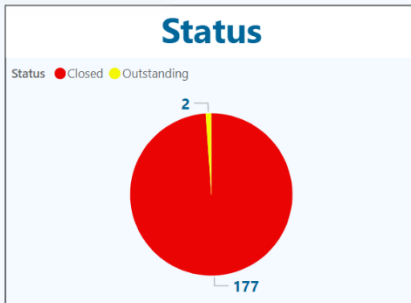
INFORMATION TECHNOLOGY - HELP DESK TICKETS



Clear

LAST REFRESH 7/19/2024 9:20:19 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
May-24	179	177	2	0.84	14.92	Carlos Flores (IT)	Jeanne Espinal (HR)



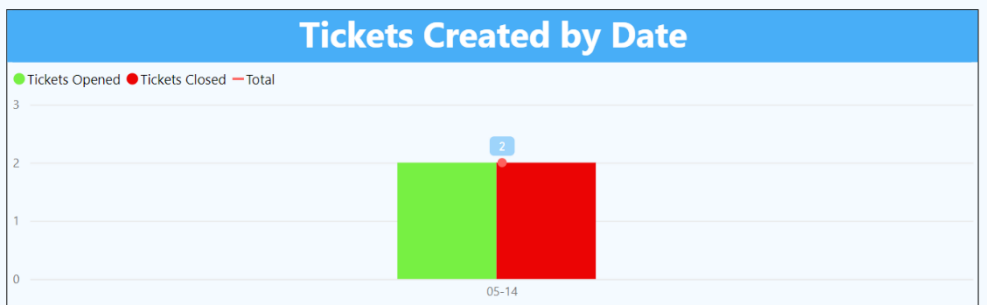
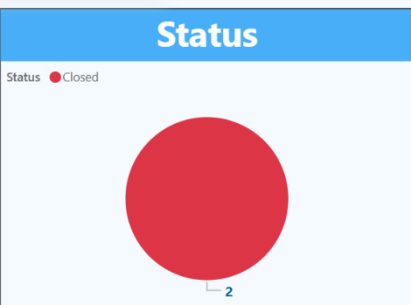
INFORMATION TECHNOLOGY - CHANGE MGMT



Clear

LAST REFRESH 7/19/2024 9:20:19 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
May-24	2	2	0	7.00	0.17	Rainel Sanchez (IT)	Rainel Sanchez (IT)





Monthly Department Report

INFORMATION TECHNOLOGY



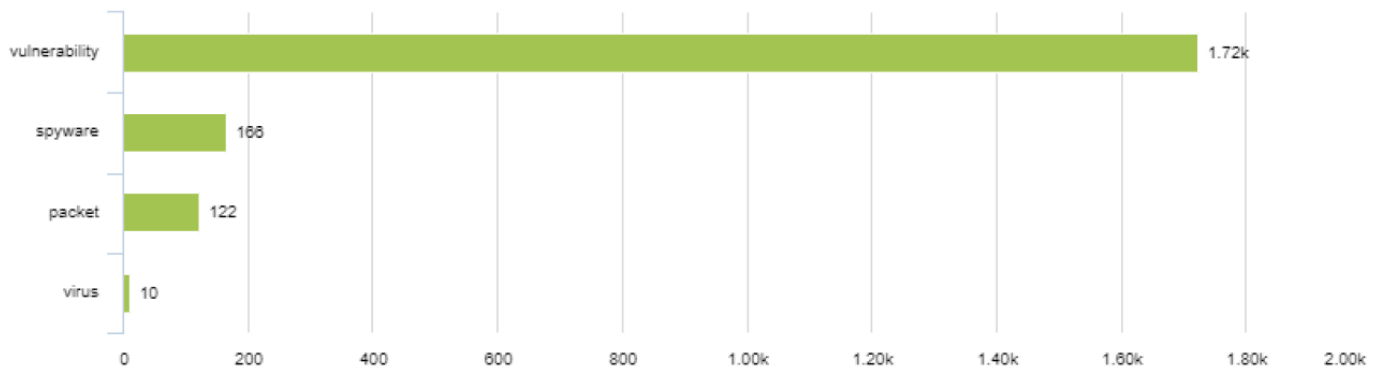
Security Stats

Blocked Threats - City Hall

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	1.5k
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	171
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	164
TCP SYN with data	8723	packet	N/A	informati	113
Microsoft Windows DirectShow GIF Arbitrary Memory Overwrite Vulnerability	57516	vulnerability	code-execution	high	53
Apache Tomcat WebSocket Denial-of-Service Vulnerability	59026	vulnerability	dos	high	25
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	14
639878580	639878	virus	script-av	medium	10
TCP SYN-ACK with data	8724	packet	N/A	informati	9
MAIL: User Login Brute Force Attempt	40007	vulnerability	brute-force	high	4
others	others	others	others		7



Monthly Department Report

INFORMATION TECHNOLOGY



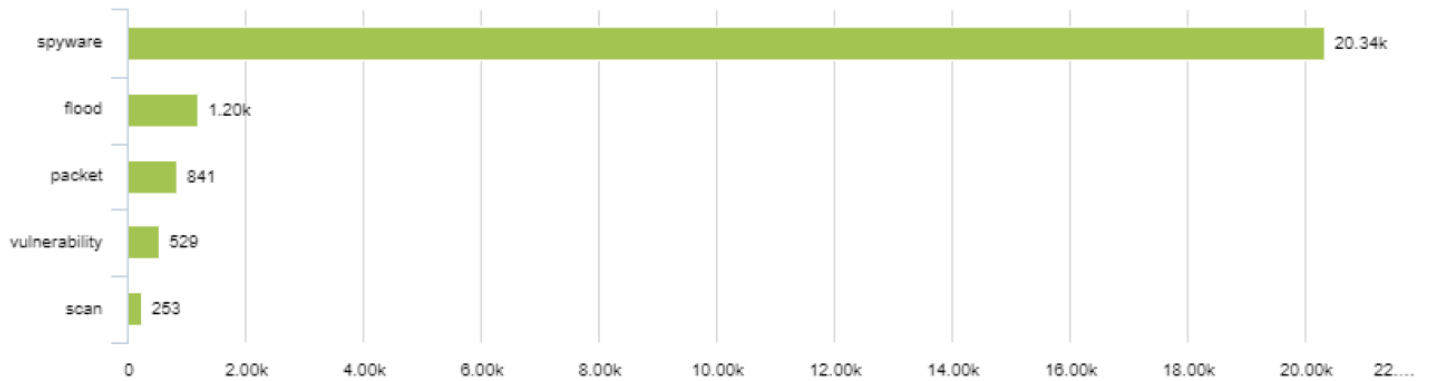
Blocked Threats – Data Center

Blocked Threats

● threats



Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	20.3k
PBP Packet Drop	8507	flood	flood	high	1.1k
TCP SYN with data	8723	packet	N/A	informational	709
TP-Link Archer Router Command Injection Vulnerability	93749	vulnerability	code-execution	high	266
SCAN: TCP Port Scan	8001	scan	scan	medium	252
ZGrab Application Layer Scanner Detection	57955	vulnerability	info-leak	medium	137
TCP SYN-ACK with data	8724	packet	N/A	informational	132
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	98
ICMP Flood	8503	flood	flood	critical	67
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	8
others	others	others	others		33



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – City Hall

1 May 2024 - 1 June 2024

City of Doral Threat Protection Report

We have inspected a total of 242002 emails

325 Incidents			
 247 Phishing (843 emails)	 66 Spam (949 emails)	 12 Safe (148 emails)	 0 Unclassified (0 emails)

3151 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 May 2024 - 1 June 2024

Doral Police Department Threat Protection Report

We have inspected a total of 128227 emails

252 Incidents			
 217 Phishing (1130 emails)	 33 Spam (312 emails)	 2 Safe (7 emails)	 0 Unclassified (0 emails)

2613 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. 80% completion of the site-ready rooms.
 - Wiring has begun at the amphitheater, maintenance building, recreation center, and aquatics check-in office.
 - IT racks have been delivered to all IT rooms at the recreation center, amphitheater, maintenance building, and outbuilding C.
 - All musco pole speakers have been installed, 60% of the speaker wires have been ran.
 - Access control and CCTV permit process ongoing.
- Council Chamber Camera Addon
 - The Council chamber camera add-on project is 50% done.
- Departmental Web Traffic Decryption
 - Public Affairs department started.
- Email and File Archive Solution Upgrade
 - Conducted a comprehensive review of the existing email and file archive infrastructure.
 - Planned the migration phase for the Emails and File Server.
 - Reviewing configuration for City Hall and Police Department.
 - Questionnaire of mail environment for overview was completed.

Administration

- Training and Certifications
 - Acting Assistant IT Director and Sr Network Architect enrolled in the CISSP security certification boot camp funded by the state through Cyber Florida training programs.



Monthly Department Report

INFORMATION TECHNOLOGY



- 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.



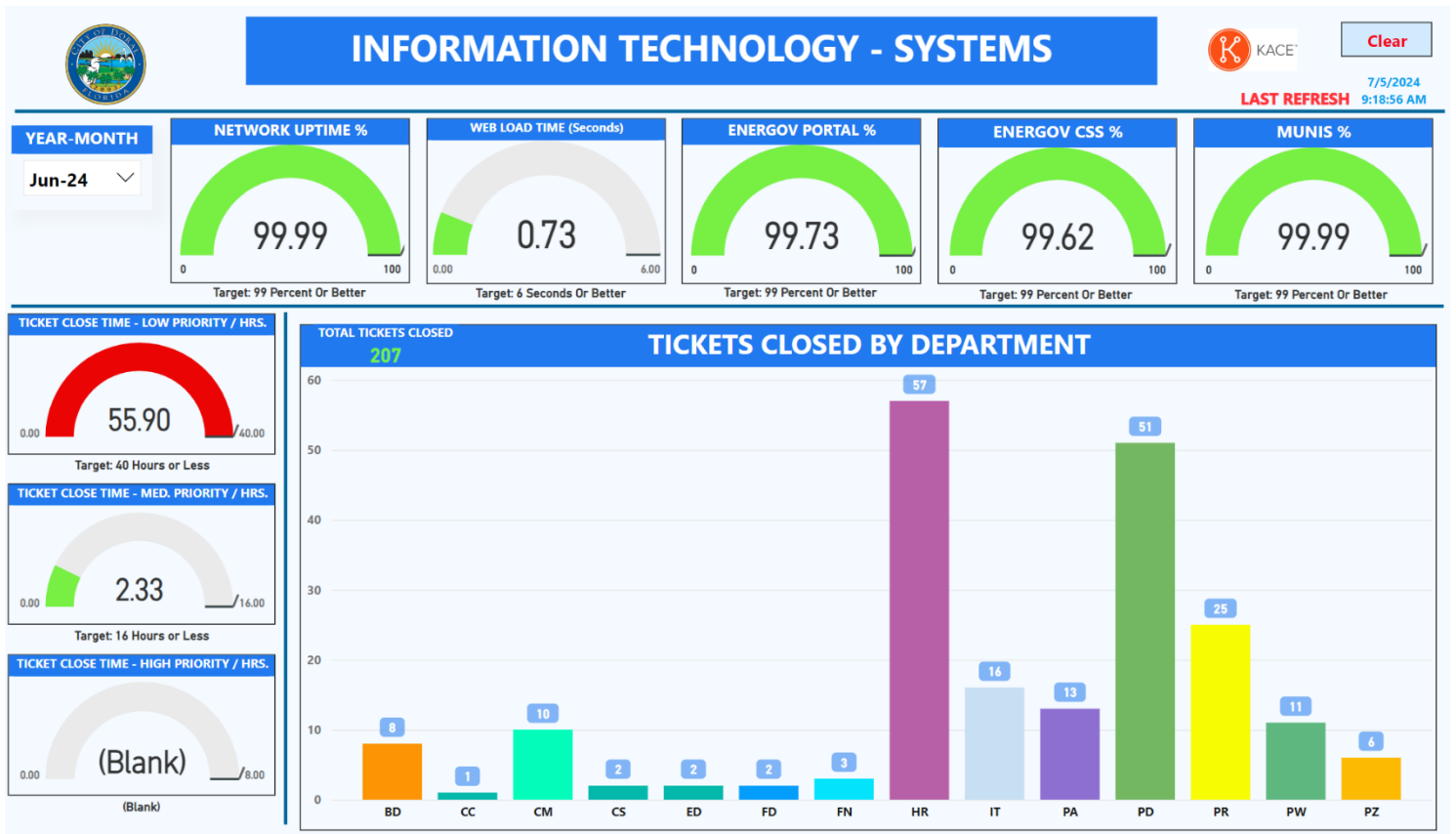
Monthly Department Report

INFORMATION TECHNOLOGY



June 2024

Department Stats/ Key Performance Indicator





Monthly Department Report

INFORMATION TECHNOLOGY



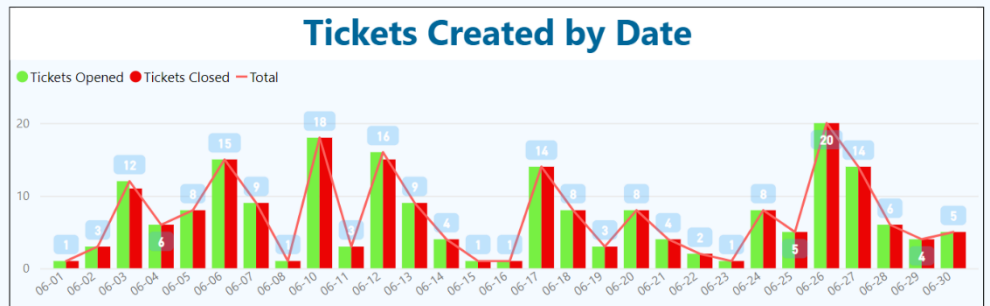
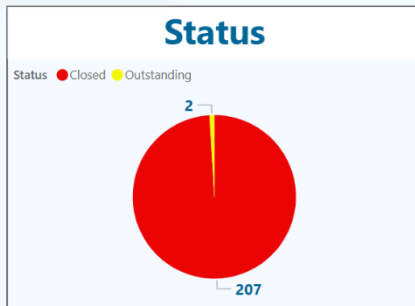
INFORMATION TECHNOLOGY - HELP DESK TICKETS



Clear

7/5/2024 9:18:56 AM
LAST REFRESH

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
Jun-24	209	207	2	0.34	17.42	Carlos Flores (IT)	Jeanne Espinal (HR)



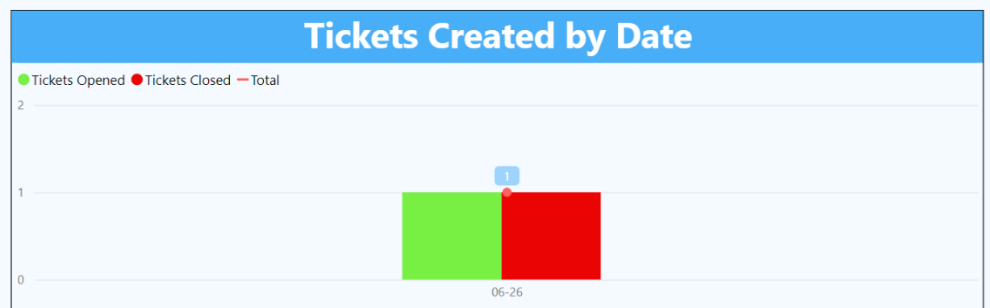
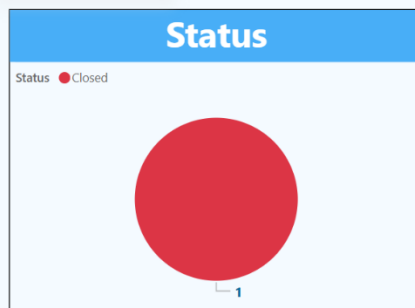
INFORMATION TECHNOLOGY - CHANGE MGMT



Clear

7/5/2024 9:18:56 AM
LAST REFRESH

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
Jun-24	1	1	0	1.00	0.08	Rainel Sanchez (IT)	Carlos De La Uz (IT)





Monthly Department Report

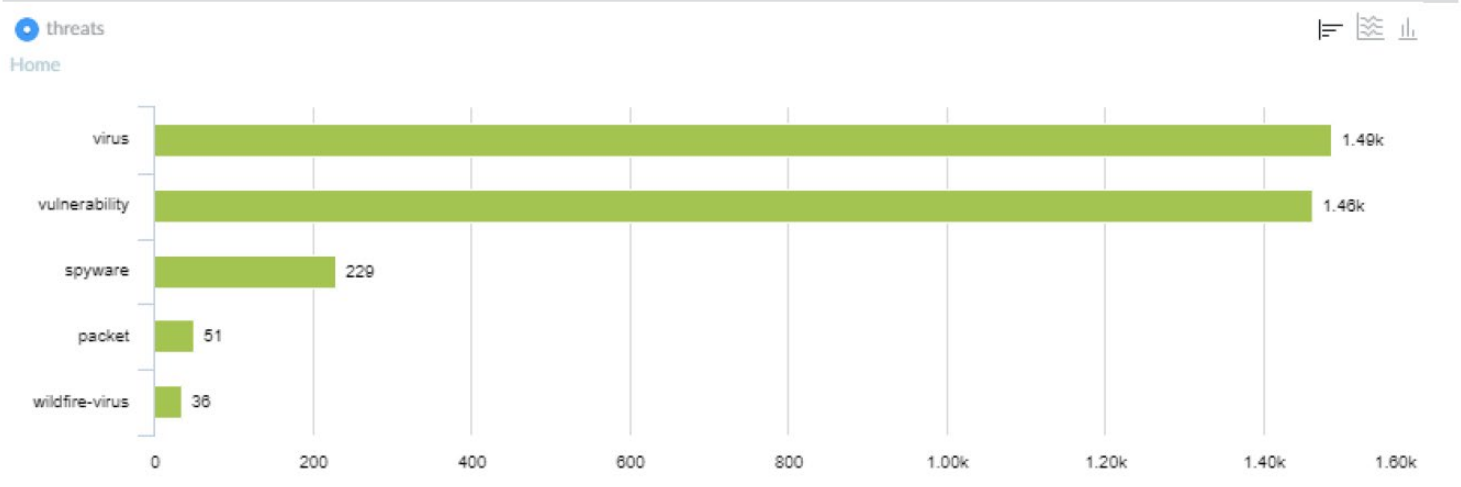
INFORMATION TECHNOLOGY



Security Stats

Blocked Threats - City Hall

Blocked Threats



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	994
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	101
Generic Malicious Javascript Detection	86565	spyware	spyware	critical	90
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	89
TCP SYN with data	8723	packet	N/A	informational	42
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	34
trojan/Win32.corona.bvu	623415987	virus	office	medium	32
Metasploit PDF Exploit Evasion Sample	32766	vulnerability	code-execution	critical	26
Microsoft Office Remote Code Execution Vulnerability	92502	vulnerability	code-execution	high	24
Virus/Win32.WGeneric.cgrgga	471244268	virus	office	medium	24
others	others	others	others		1.8k



Monthly Department Report

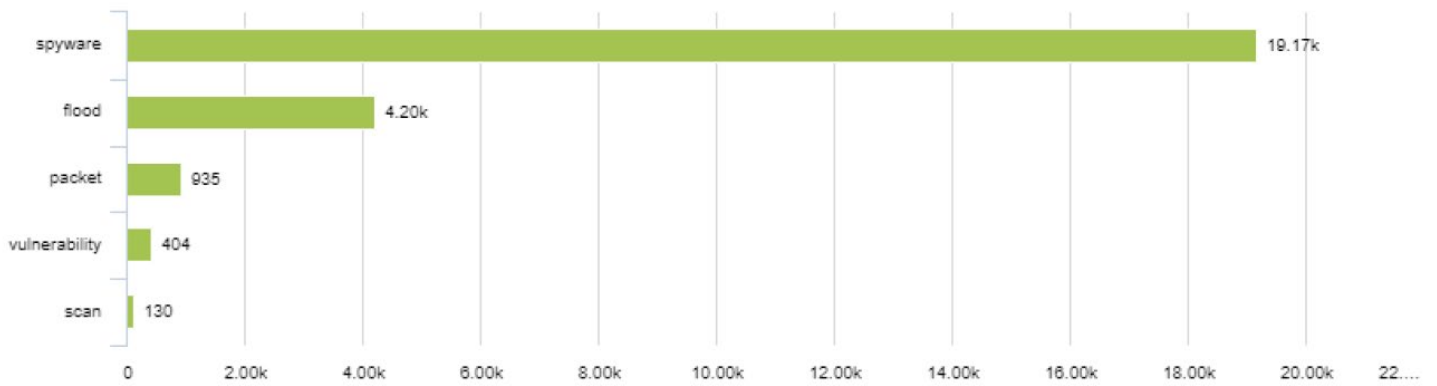
INFORMATION TECHNOLOGY



Blocked Threats – Data Center

Blocked Threats

● threats
Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	19.2k
PBP Packet Drop	8507	flood	flood	high	4.1k
TCP SYN with data	8723	packet	N/A	informational	523
TCP SYN-ACK with data	8724	packet	N/A	informational	412
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	139
SCAN: TCP Port Scan	8001	scan	scan	medium	130
ZGrab Application Layer Scanner Detection	57955	vulnerability	info-leak	medium	117
TP-Link Archer Router Command Injection Vulnerability	93749	vulnerability	code-execution	high	117
ICMP Flood	8503	flood	flood	critical	66
Cisco Smart Install Protocol Vulnerability	56653	vulnerability	code-execution	medium	8
others	others	others	others		34



Monthly Department Report

INFORMATION TECHNOLOGY



Email Protection Report – City Hall

1 June 2024 - 30 June 2024

City of Dorai Threat Protection Report

We have inspected a total of 248131 emails

248 Incidents			
 184 Phishing	 49 Spam	 13 Safe	 2 Unclassified

2637
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 June 2024 - 30 June 2024

Doral Police Department Threat Protection Report

We have inspected a total of 111020 emails

210 Incidents			
 188 Phishing	 20 Spam	 1 Safe	 1 Unclassified

3154
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. 80% completion of the site-ready rooms.
 - The termination of the cables has begun.
 - Wired has been ran at the amphitheater, maintenance building, recreation center, and aquatics check-in office.
 - Audio Visual racks have been delivered to the recreation center.
 - IT racks have been assembled and installed in all IT rooms at the recreation center, amphitheater, maintenance building, and outbuilding C.
 - All musco pole speakers have been installed, 80% of the speaker wires have been ran.
 - Access control and CCTV permit process ongoing. Onsite coordination for site readiness has been done.
- 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
 - Public Affairs department completed.
- Email and File Archive Solution Upgrade
 - Conducted a comprehensive review of the existing email and file archive infrastructure.
 - Began the migration phase for the Emails and File Server.
 - Reviewing configuration for City Hall and Police Department.
 - Configured the SMTP journaling settings to align with the new email archiving solution.



Monthly Department Report

INFORMATION TECHNOLOGY

- Explored enabling policy classifiers for File System Archiving.

Administration

- Training and Certifications
 - Technology Project Manager enrolled to start Certified Public Technology Manager (CPTM) certification in July.
 - Acting Assistant IT Director enrolled to start Certified Government Chief Information Officer (CGCIO) certification in July.
 - Acting IT Director completed her Master in Business Administration in IT Management.
- System Analyst promoted to Technology Project 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.