

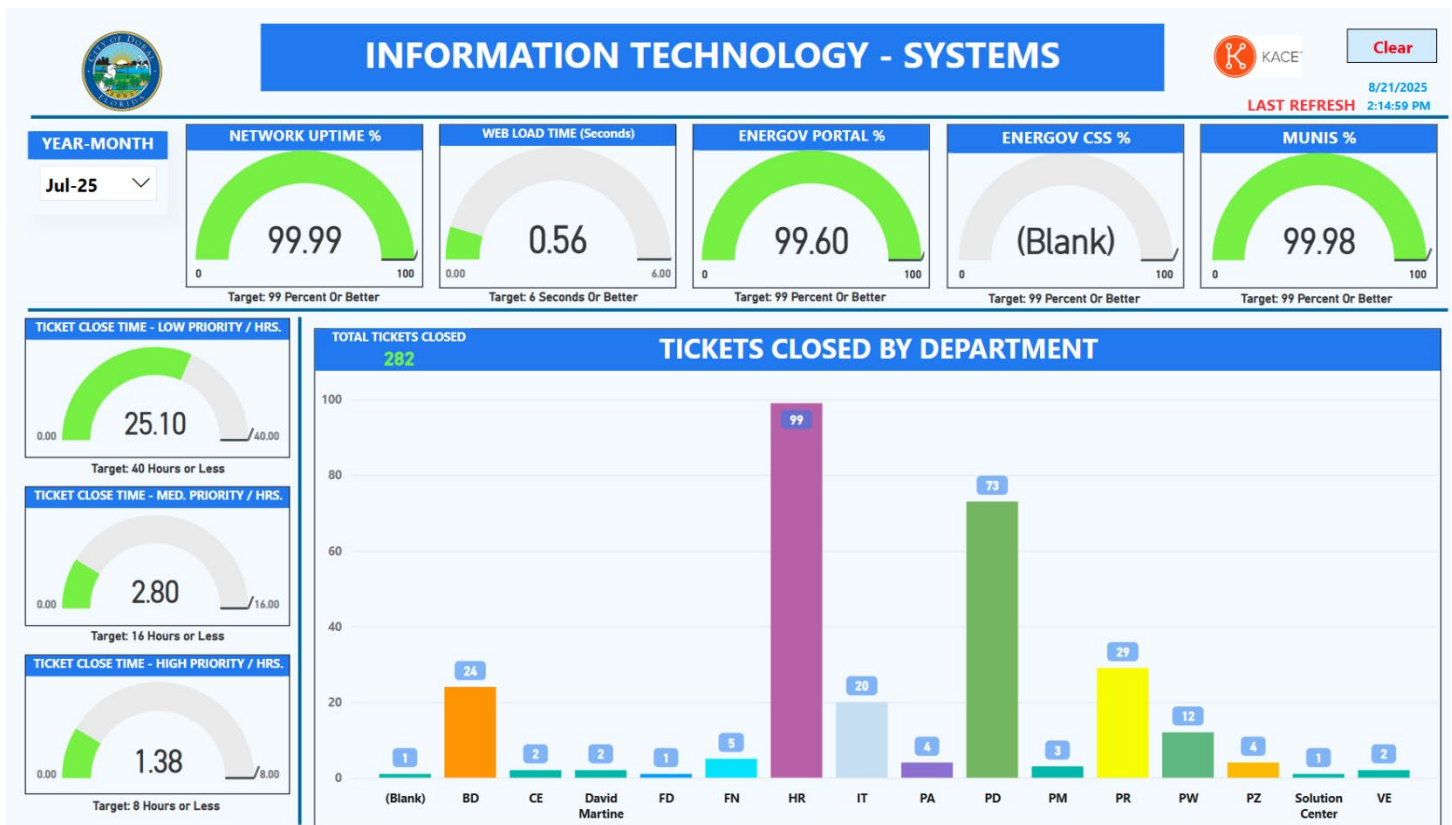


Monthly Department Report

INFORMATION TECHNOLOGY

July 2025

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

8/21/2025

LAST REFRESH 2:14:59 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Jul-25	285	282	3	0.49	9.50	Rodolfo Portilla (IT)	Jeanne Espinal (HR)

Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

8/21/2025

LAST REFRESH 2:14:59 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Jul-25	7	4	3	9.57	0.23	Eduardo Mendes (IT)	Eduardo Mendes (IT)

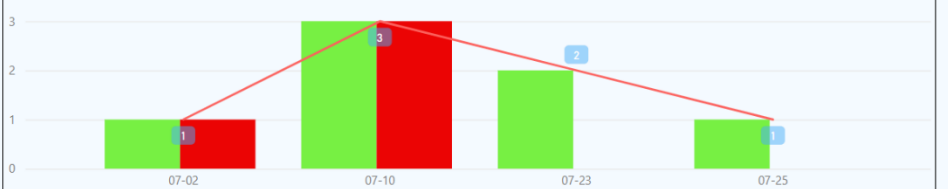
Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total





Monthly Department Report

INFORMATION TECHNOLOGY

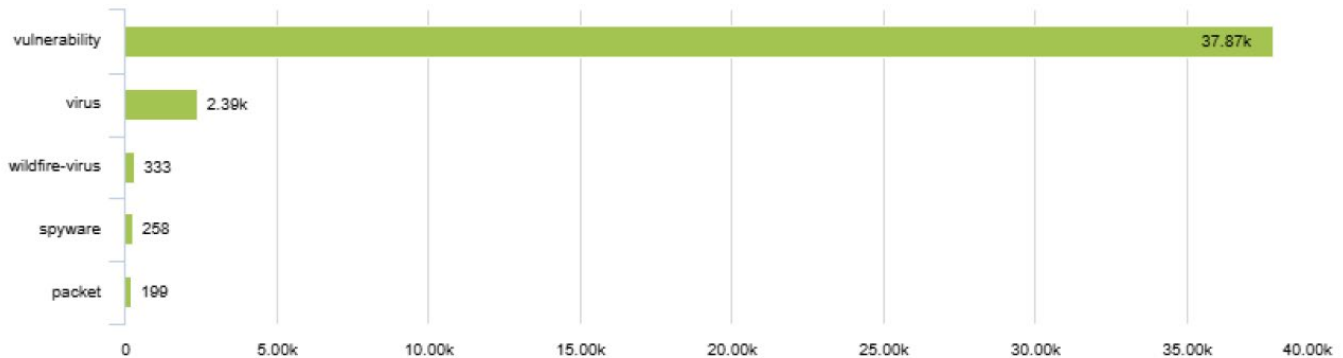
Security Statistics

Blocked Threats - City Hall - July 2025

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
PowerSploit PowerShell Script Detection	54697	vulnerability	code-execution	critical	12.2k
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	6.5k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	5.6k
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	2.9k
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	2.4k
Apache Log4j Remote Code Execution Vulnerability	92046	vulnerability	code-execution	critical	1.5k
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	928
YAWS Unauthenticated Remote File Disclosure Vulnerability	58618	vulnerability	info-leak	high	492
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	444
Atlassian Confluence Server Information Disclosure Vulnerability	91832	vulnerability	info-leak	medium	407
others	others	others	others		7.7k



Monthly Department Report

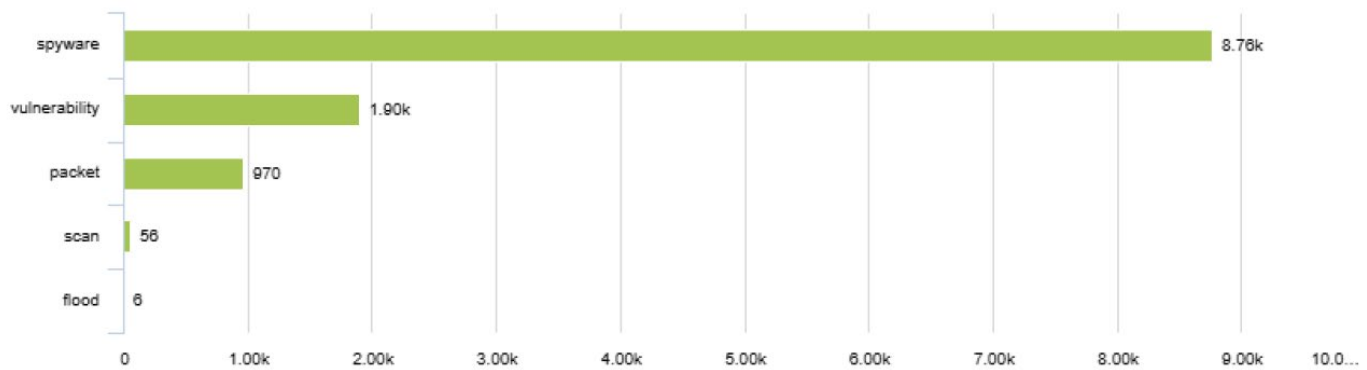
INFORMATION TECHNOLOGY

Blocked Threats – Police Department – July 2025

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	8.8k
TCP SYN with data	8723	packet	N/A	informati	524
TCP SYN-ACK with data	8724	packet	N/A	informati	446
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	353
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	78
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	71
HTTP SQL Injection Attempt	59128	vulnerability	code-execution	medium	60
SCAN: TCP Port Scan	8001	scan	scan	medium	55
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	medium	54
Confluence Server OGNL Injection Remote Code Execution Vulnerability	91594	vulnerability	code-execution	critical	51
others	others	others	others		1.2k



Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – City Hall – July 2025

1 July 2025 - 1 Aug. 2025

City of Doral Threat Protection Report

We have inspected a total of 396991 emails

484

Incidents



438

Phishing
(1162 emails)



40

Spam
(150 emails)



4

Safe
(53 emails)



2

Unclassified
(8 emails)

2260

Remediated Emails



Monthly Department Report





INFORMATION TECHNOLOGY

Email Protection Report – Doral Police Department – July 2025

1 July 2025 - 1 Aug. 2025

Doral Police Department Threat Protection Report

We have inspected a total of 156751 emails

578 Incidents			
 564 Phishing (1218 emails)	 10 Spam (151 emails)	 3 Safe (615 emails)	 1 Unclassified (9 emails)

3190 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY

Major Project Updates

- Doral Central Park
 - Backend AV programming continues at the recreation center and the aquatics center.
 - Installation of CCTV cameras continues at all phases, 95% completed.
 - Backend servers for CCTV and video analytics have been delivered and installed. Configuration is completed. Testing is in progress.
 - Continued troubleshooting CCTV and network equipment affected by lightning.
- Commissioning and training for outdoor signage at Doral Legacy Park is in progress.
- New Procurement system acquired and configuration is in process.
- Design for city hall meeting rooms AV upgrade completed. Starting implementation.
- LPR project with Police Department
 - Sites designs have been completed. Moving to the permit phase.

Administration

- Training and Certifications
 - IT Security Manager graduated from his CGCIO program.
 - IT Security Manager completed the Cybersecurity Executive-level Certification for Senior Leadership in Florida State and Local Government Agencies.
 - IT Security Analyst completed his certification in Cybersecurity from ISC2.
 - Sr Network Architect attended the 2025 CJIS Annual Training Symposium.
 - IT Director and IT Security Manager attended the FLGISA Summer Conference.
 - GIS Developer attended the 2025 Global Esri User Conference.
- New hires / Promotions
 - Software Developer new hire
- Process improvements or streamlining initiatives
 - IT engaged in a series of demos to assess the proposed citywide chatbot.
 - 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.
- Provided, coordinated, and assisted with audio-visual needs for the 4th of July event.
- Continue to streamline internal/external dashboards for City Hall and the Police Department.
- Streamlined process for the council meeting agenda items system.
- Upgraded server and storage infrastructure.
- Continued with network equipment deployment at Doral Legacy Park.
- Continue enhancing our security posture by enabling MFA for more solutions.
- Enabled Quorum Authorization on the Backup platform
- Conducted GIS training on ArcGIS Pro for city users.
- Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.