

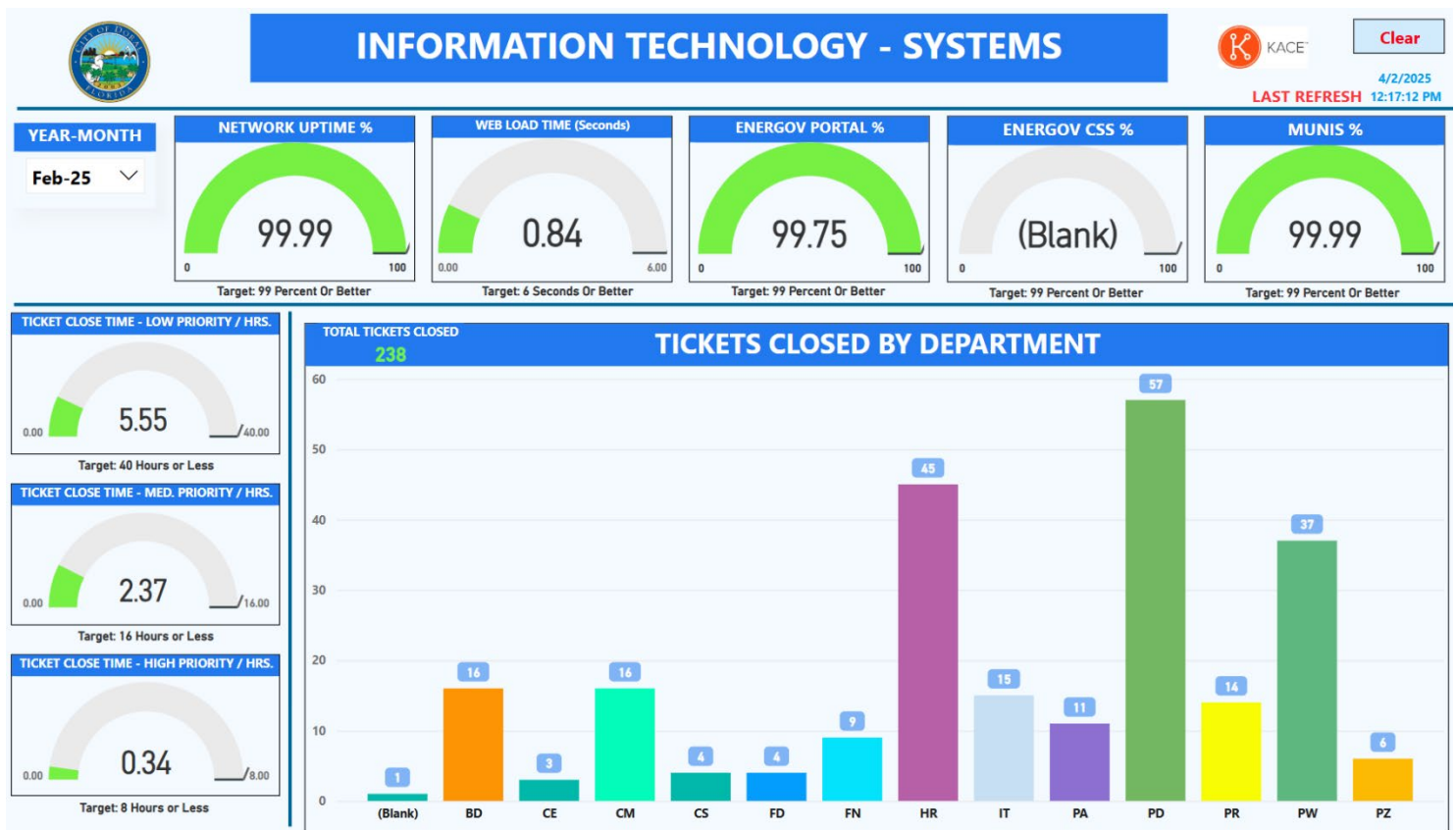


Monthly Department Report

INFORMATION TECHNOLOGY

February 2025

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

4/2/2025

LAST REFRESH 2:16:01 PM

YEAR-MONTH

Feb-25

Tickets Created

235

Tickets Closed

235

Outstanding Tickets

0

Avg. Business Days

0.46

Tickets Per Day

7.83

Top Owner

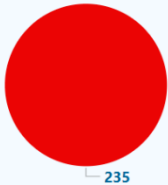
Rodolfo Portilla (IT)

Top Submitter

Lauren Scull (HR)

Status

Status ● Closed



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

4/2/2025

LAST REFRESH 2:16:01 PM

YEAR-MONTH

Jan-25

Tickets Created

11

Tickets Closed

7

Outstanding Tickets

4

Avg. Business Days

21.73

Tickets Per Day

0.37

Top Owner

Eduardo Mendes (IT)

Top Submitter

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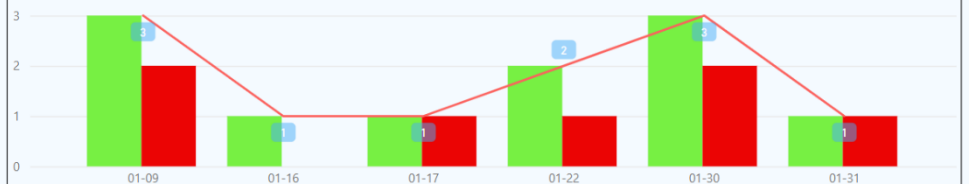
Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total





Monthly Department Report

INFORMATION TECHNOLOGY

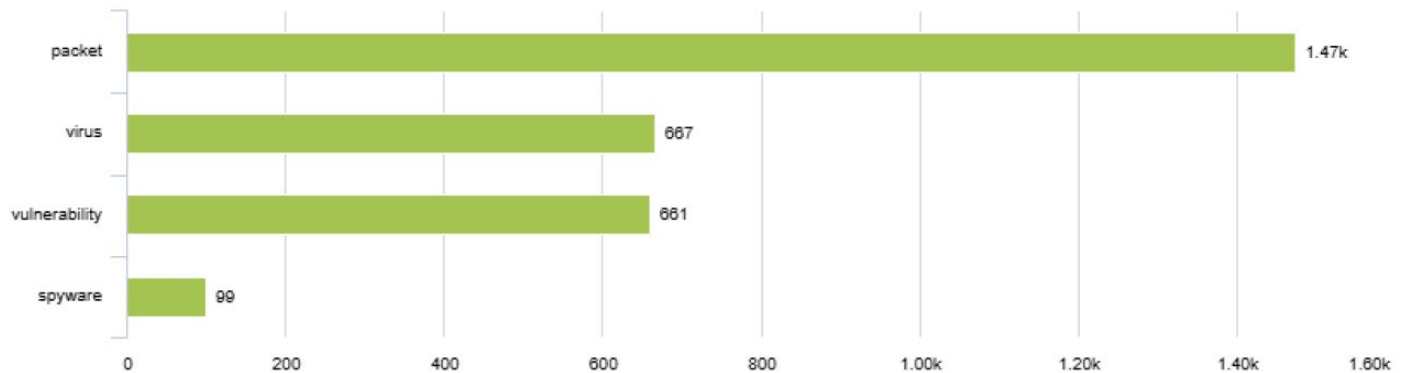
Security Statistics

Blocked Threats - City Hall - February 2025

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
TCP SYN with data	8723	packet	N/A	informational	1.5k
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	422
Generic Malicious Javascript Detection	86565	spyware	spyware	critical	45
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	36
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	30
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	25
Trojan/Win32.Ieonem.aoy	382937481	virus	openoffice	medium	20
Metasploit PDF Exploit Evasion Sample	32766	vulnerability	code-execution	critical	13
Microsoft Office Remote Code Execution Vulnerability	92502	vulnerability	code-execution	high	12
Microsoft Office Remote Code Execution Vulnerability	92501	vulnerability	code-execution	high	10
others	others	others	others		815



Monthly Department Report

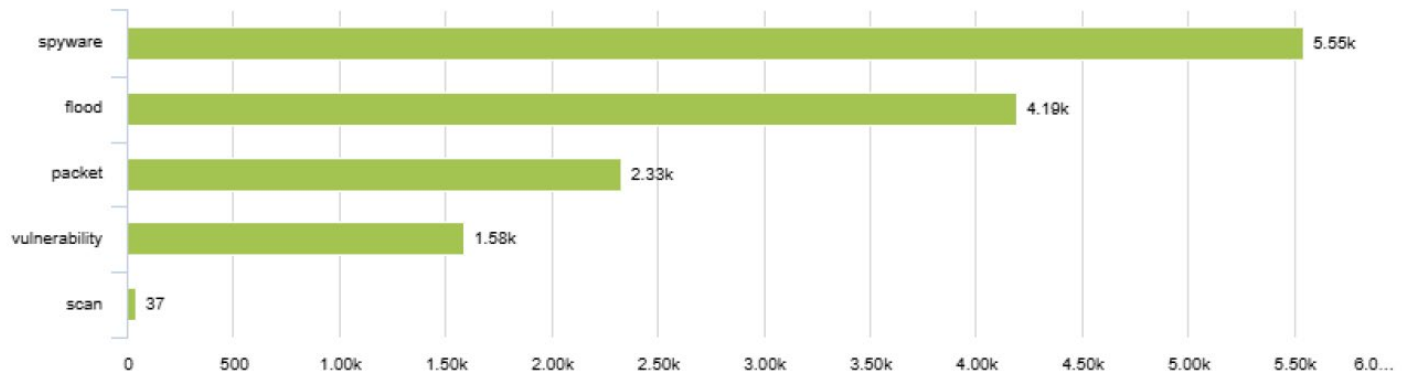
INFORMATION TECHNOLOGY

Blocked Threats – Data Center – February 2025

Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	5.5k
PBP Packet Drop	8507	flood	flood	high	4.2k
TCP SYN with data	8723	packet	N/A	informational	2.3k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	342
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	high	261
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	243
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	151
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	76
Generic HTTP Cross Site Scripting Attempt	31475	vulnerability	code-execution	high	72
ThinkPHP Remote Code Execution Vulnerability	54825	vulnerability	code-execution	critical	72
others	others	others	others		443



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – City Hall

1 Feb. 2025 - 1 March 2025

City of Doral Threat Protection Report

We have inspected a total of 252468 emails

355 Incidents			
 278 Phishing (1134 emails)	 69 Spam (586 emails)	 8 Safe (30 emails)	 0 Unclassified (0 emails)

2561 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – Doral Police Department

1 Feb. 2025 - 1 March 2025

Doral Police Department Threat Protection Report

We have inspected a total of 150275 emails

341 Incidents			
 309 Phishing (940 emails)	 24 Spam (404 emails)	 8 Safe (13793 emails)	 0 Unclassified (0 emails)

2900 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 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 installation continues at all phases.
 - Wi-Fi deployment has been completed.
 - Backend servers for CCTV and video analytics have been delivered and installed.
- Doral Legacy Park
 - 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
 - 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 Security Analyst
- 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.
 - Deployed annually cyber security training.