



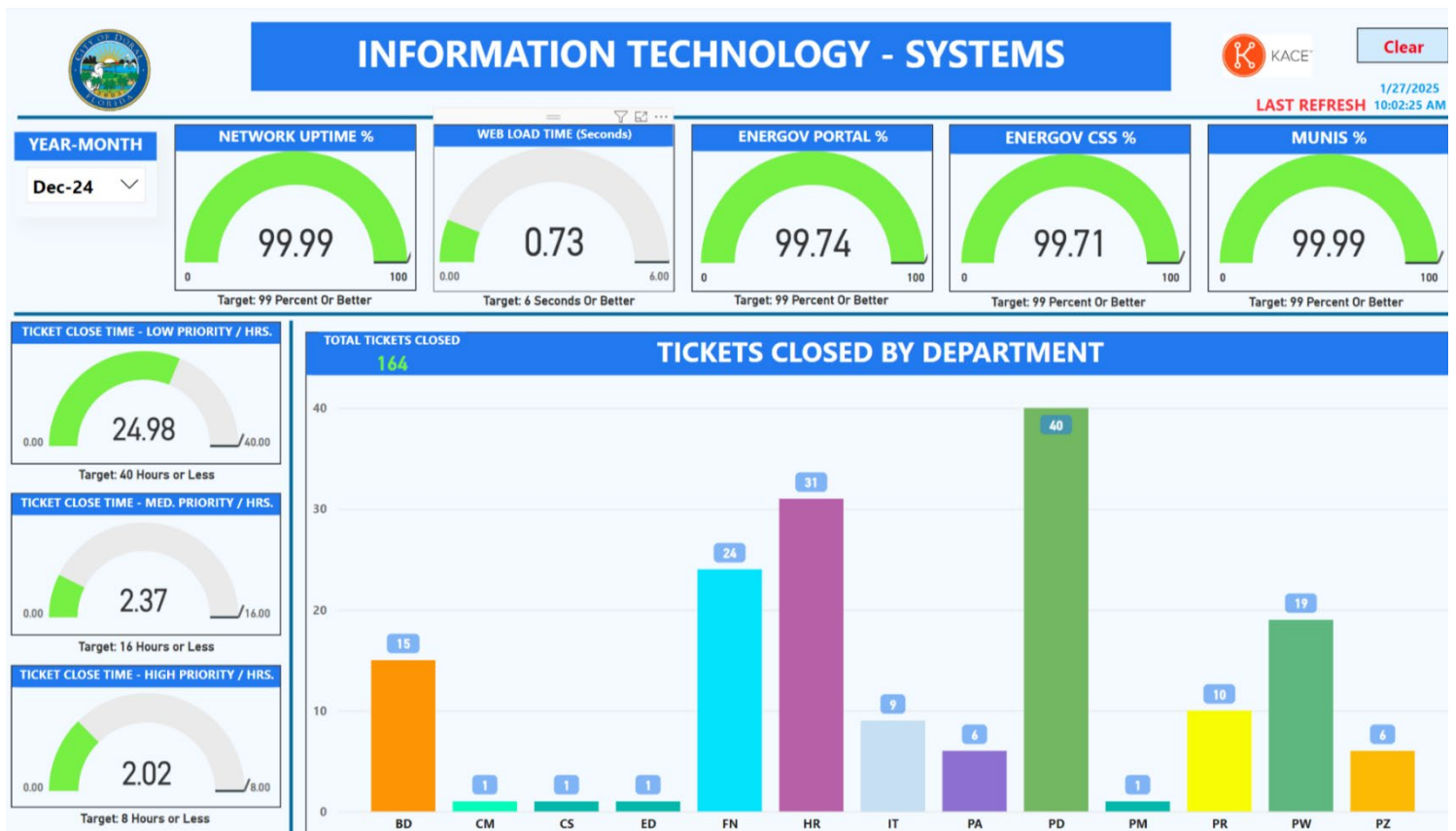
# Monthly Department Report

## INFORMATION TECHNOLOGY



**December 2024**

### Department Stats/ Key Performance Indicator





# Monthly Department Report

## INFORMATION TECHNOLOGY



### INFORMATION TECHNOLOGY - HELP DESK TICKETS

Clear

1/27/2025  
LAST REFRESH 9:07:36 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Dec-24	164	164	0	0.71	13.33	Rodolfo Portilla (IT)	Jeanne Espinal (HR)

#### Status

Status ● Closed

164

#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total

Date	Opened	Closed	Total
12-01	1	0	1
12-02	5	0	5
12-03	11	0	11
12-04	8	0	8
12-05	5	0	5
12-06	13	0	13
12-07	1	0	1
12-08	3	0	3
12-09	14	0	14
12-10	5	0	5
12-11	8	0	8
12-12	16	0	16
12-13	1	0	1
12-14	7	0	7
12-16	13	0	13
12-17	9	0	9
12-18	9	0	9
12-19	6	0	6
12-20	5	0	5
12-21	1	0	1
12-23	1	0	1
12-24	5	0	5
12-26	9	0	9
12-27	3	0	3
12-29	1	0	1
12-30	4	0	4
12-31	4	0	4

### INFORMATION TECHNOLOGY - CHANGE MGMT

Clear

1/27/2025  
LAST REFRESH 9:07:36 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Nov-24	7	6	1	39.14	0.58	Eduardo Mendes (IT)	Eduardo Mendes (IT)

#### Status

Status ● Closed ● Outstanding

6

#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total

Date	Opened	Closed	Total
11-12	3	3	6
11-13	1	1	2
11-14	1	1	2
11-19	1	1	2
11-20	1	1	2



# Monthly Department Report

## INFORMATION TECHNOLOGY



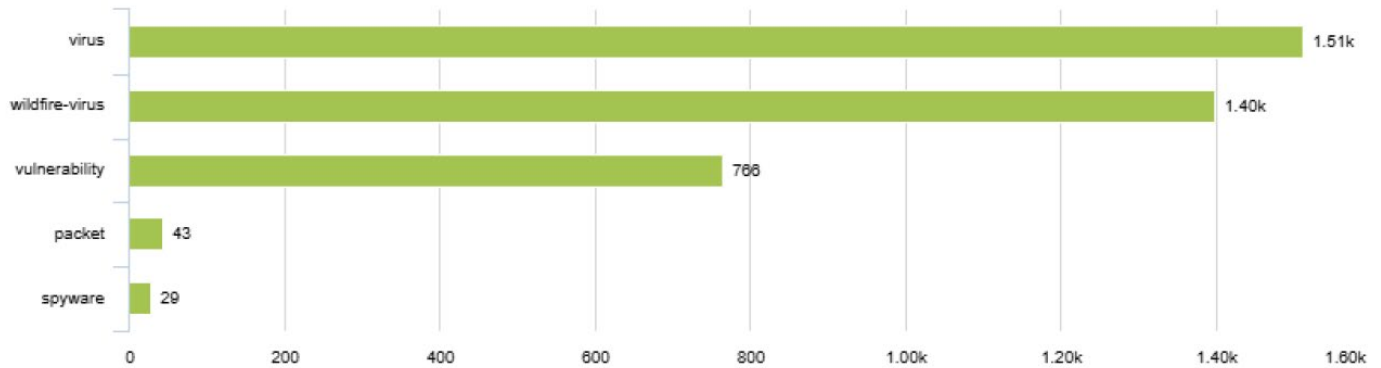
### Security Statistics

#### Blocked Threats - City Hall - December 2024

##### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Virus/Win32.WGeneric.ejctnm	653389533	virus	pe	medium	1.4k
Virus/Win32.WGeneric.ejctnm	653389533	wildfire-virus	pe	medium	1.4k
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	558
HTTP SQL Injection Attempt	33338	vulnerability	sql-injection	medium	118
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	85
686786173	686786173	virus	pe	medium	62
TCP SYN with data	8723	packet	N/A	informational	42
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	29
Virus/Win32.WGeneric.emgoqz	687472156	virus	script-av	medium	3
Virus/Win32.WGeneric.emgcnx	687340471	virus	script-av	medium	3
others	others	others	others		6



# Monthly Department Report

## INFORMATION TECHNOLOGY

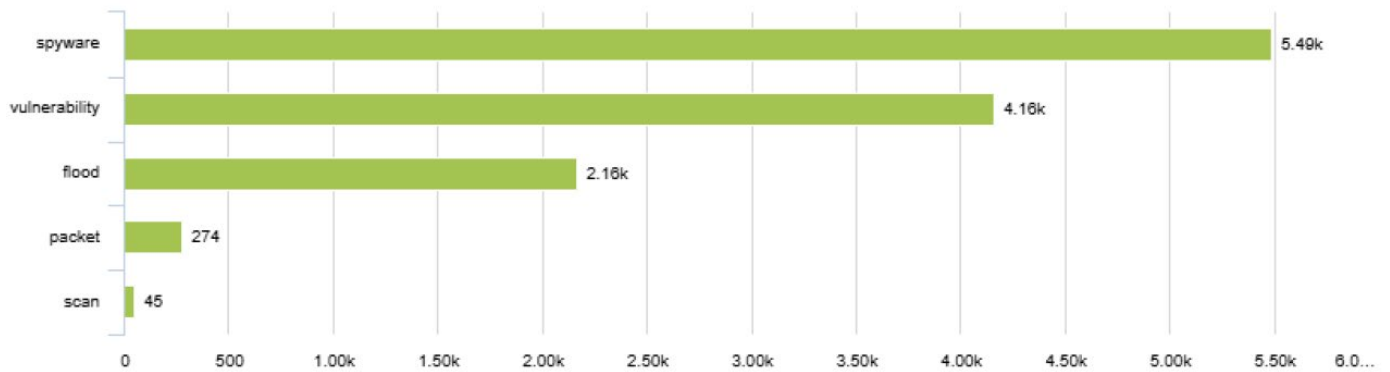


### Blocked Threats – Data Center – December 2024

#### 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	1.3k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	1.2k
ICMP Flood	8503	flood	flood	critical	886
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	high	727
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	471
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	228
ThinkPHP Remote Code Execution Vulnerability	54825	vulnerability	code-execution	critical	212
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	194
Generic HTTP Cross Site Scripting Attempt	31475	vulnerability	code-execution	high	188
others	others	others	others		1.3k



# Monthly Department Report

INFORMATION TECHNOLOGY



## Email Protection Report – City Hall

1 Dec. 2024 - 1 Jan. 2025

### City of Doral Threat Protection Report

We have inspected a total of 250767 emails

**274**

Incidents



**204**

Phishing  
(650 emails)



**66**

Spam  
(259 emails)



**4**

Safe  
(7 emails)



**0**

Unclassified  
(0 emails)

**1762**

Remediated Emails



# Monthly Department Report

INFORMATION TECHNOLOGY







## Email Protection Report – Doral Police Department

1 Dec. 2024 - 1 Jan. 2025

### Doral Police Department Threat Protection Report

We have inspected a total of 124980 emails

<b>465</b> Incidents			
 <b>434</b> Phishing (1201 emails)	 <b>27</b> Spam (200 emails)	 <b>4</b> Safe (37 emails)	 <b>0</b> Unclassified (0 emails)

<b>3501</b> Remediated Emails
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# 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 95% completed. Audiovisual racks have been installed in the recreation center.
  - Backend AV programming has begun at the recreation center.
  - Final electrical requirements are being done at all IT rooms.
  - Access control wiring is 95% completed.
  - Installation of CCTV cameras has begun at phase 2/3.
  - Fiber installation for phase 4 IT poles is ongoing.
  - Access control and CCTV permit process ongoing.
- Doral Legacy Park
  - Outbuilding network rewiring project has been completed.
  - System commissioned and running.
  - Testing in progress.
- Departmental Web Traffic Decryption
  - Completed the City Manager's Office traffic decryption.
- Email/ Enterprise Vault (EV) and File Archive Solution (FSA) Upgrade to SAAS (Cloud)
  - Completed admin training to employees to manage applications
- Munis SaaS migration and upgrade
  - Participated in the kick-off meeting
  - Reviewed and completed network and security prerequisites.
  - Enabled required ports to allow network communication.

### Administration

- Training and Certifications
  - Interim IT Director got Six Sigma Black Belt certified.
  - Technology Project Manager continues his CPTM program.
  - IT Security Manager/ Acting Assistant IT Director continues his CGCIO program.



# Monthly Department Report

## INFORMATION TECHNOLOGY

- Continued the automation of dashboards for the Police Department.
- Streamlined internal dashboards for City Hall.
- Continued review and update of IT policies and procedures.
- Scheduled interviews for the AV Systems Technician position.
- Conducted interviews for the IT Security Analyst position.
- Conducted interviews for the IT Technician position.
- Completed a ransomware security health check.
- Planning and scheduling for IT meetings with all departments to enhance collaboration in a more proactive manner.