

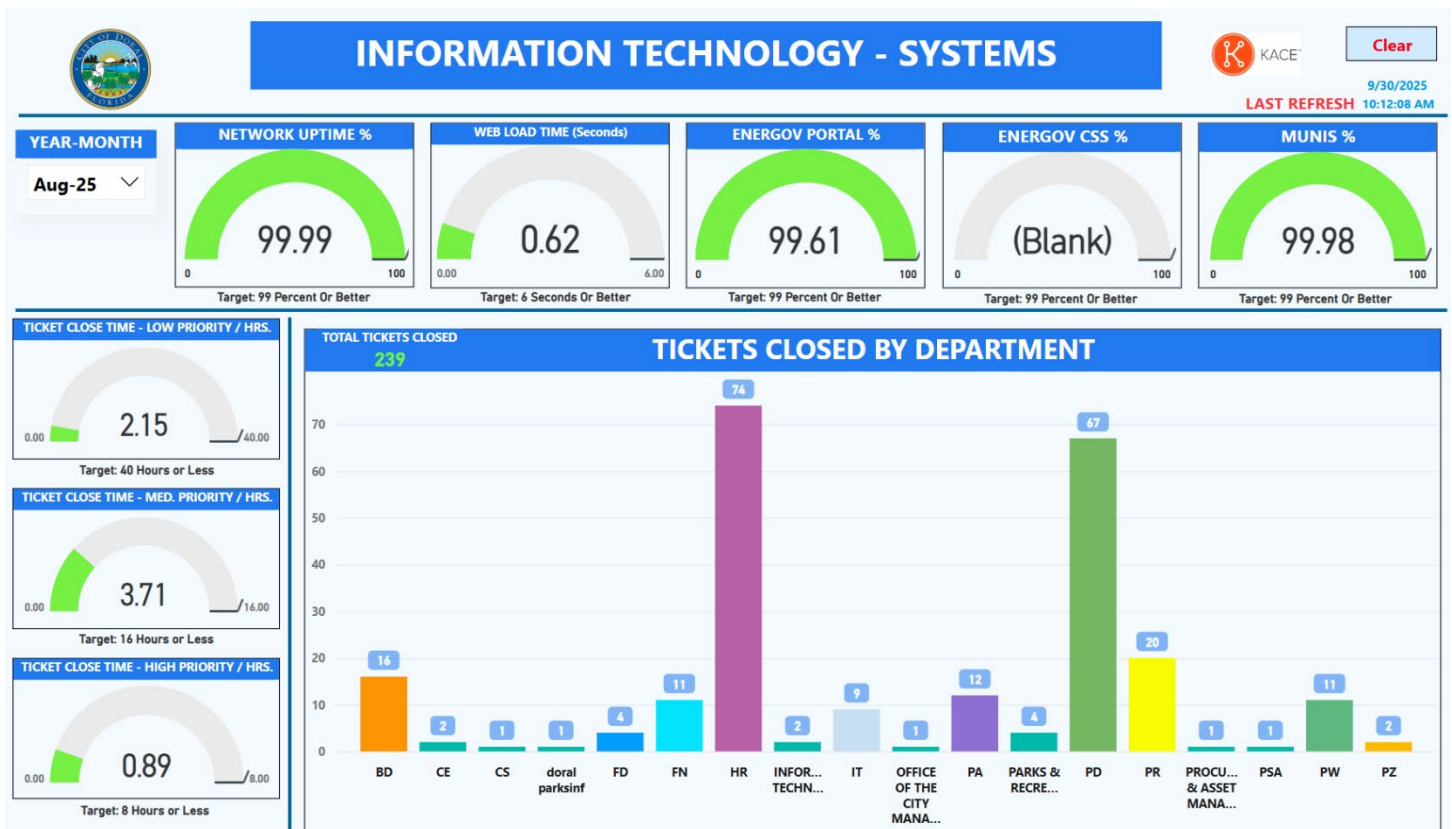


# Monthly Department Report

## INFORMATION TECHNOLOGY

August 2025

### Department Stats/ Key Performance Indicators





# Monthly Department Report

## INFORMATION TECHNOLOGY



### INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

9/30/2025

LAST REFRESH 10:12:08 AM

YEAR-MONTH

Aug-25

Tickets Created

243

Tickets Closed

238

Outstanding Tickets

5

Avg. Business Days

0.37

Tickets Per Day

8.10

Top Owner

Rodolfo Portilla (IT)

Top Submitter

Jeanne Espinal (HR)

#### Status

Status ● Closed ● Outstanding



#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



### INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

9/30/2025

LAST REFRESH 10:12:08 AM

YEAR-MONTH

Aug-25

Tickets Created

6

Tickets Closed

6

Outstanding Tickets

0

Avg. Business Days

24.50

Tickets Per Day

0.20

Top Owner

Eduardo Mendes (IT)

Top Submitter

Eduardo Mendes (IT)

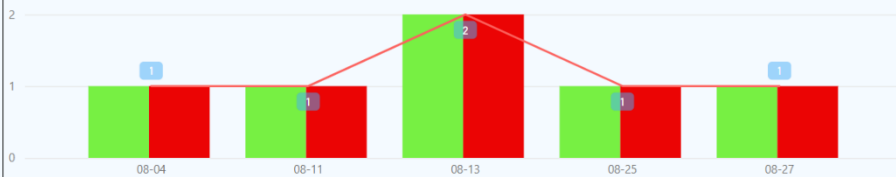
#### Status

Status ● Closed



#### Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total





# Monthly Department Report

## INFORMATION TECHNOLOGY

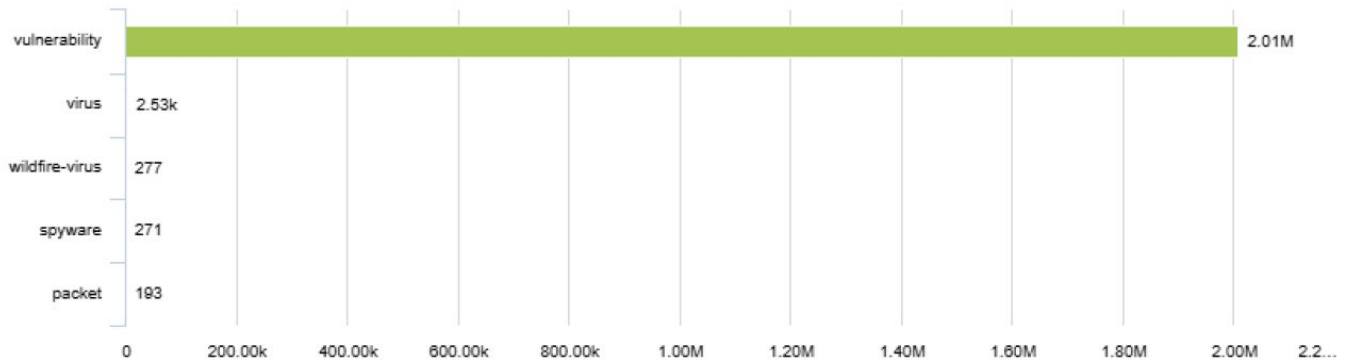
### Security Statistics

#### Blocked Threats - City Hall - August 2025

##### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	2.0M
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	6.5k
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	4.7k
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	2.4k
Apache Log4j Remote Code Execution Vulnerability	92046	vulnerability	code-execution	critical	1.4k
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	834
YAWS Unauthenticated Remote File Disclosure Vulnerability	58618	vulnerability	info-leak	high	404
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	386
Atlassian Confluence Server Information Disclosure Vulnerability	91832	vulnerability	info-leak	medium	376
Apache Struts2 OGNL Remote Code Execution Vulnerability	54691	vulnerability	code-execution	critical	354
others	others	others	others		7.4k



# Monthly Department Report

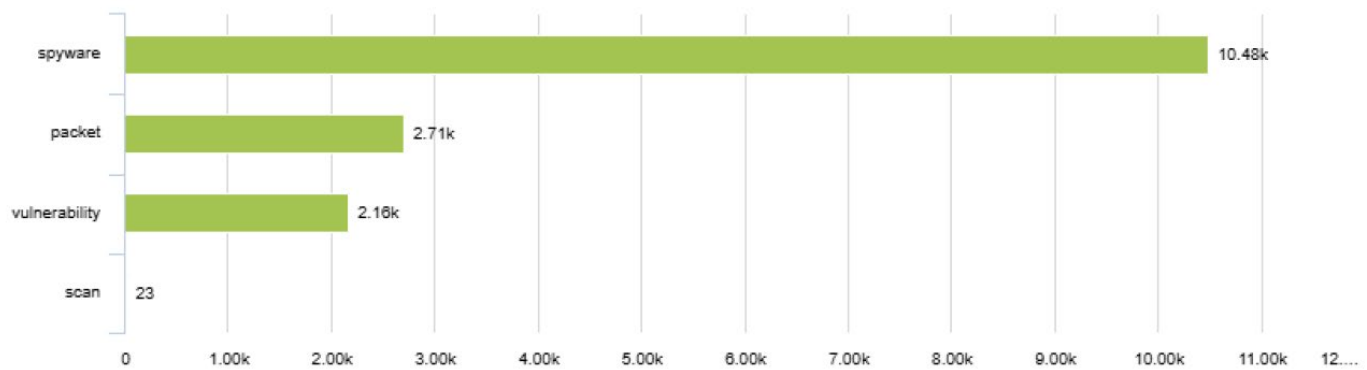
## INFORMATION TECHNOLOGY

### Blocked Threats – Police Department – August 2025

#### Blocked Threats

threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	10.5k
TCP SYN with data	8723	packet	N/A	informational	2.5k
DNS ANY Queries Brute Force DOS Attack	40033	vulnerability	brute-force	medium	363
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	352
TCP SYN-ACK with data	8724	packet	N/A	informational	190
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	77
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	69
HTTP SQL Injection Attempt	59128	vulnerability	code-execution	medium	64
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	58
Bash Remote Code Execution Vulnerability	36729	vulnerability	code-execution	critical	38
others	others	others	others		1.2k





# Monthly Department Report

INFORMATION TECHNOLOGY







## Email Protection Report – City Hall – August 2025

1 Aug. 2025 - 1 Sept. 2025

### City of Doral Threat Protection Report

We have inspected a total of 308604 emails

519 Incidents			
 <b>475</b> Phishing (1322 emails)	 <b>37</b> Spam (129 emails)	 <b>7</b> Safe (85 emails)	 <b>0</b> Unclassified (0 emails)

2180 Remediated Emails
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# Monthly Department Report





## INFORMATION TECHNOLOGY

### Email Protection Report – Doral Police Department – August 2025

1 Aug. 2025 - 1 Sept. 2025

## Doral Police Department Threat Protection Report

We have inspected a total of 147367 emails

536 Incidents			
 <b>519</b> Phishing (1179 emails)	 <b>13</b> Spam (284 emails)	 <b>4</b> Safe (2884 emails)	 <b>0</b> Unclassified (0 emails)

3240 Remediated Emails
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# 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.
  - Amphitheater setup with Ticketmaster was started.
- 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
  - Site designs have been completed. Permits have been submitted to the City of Doral and Miami-Dade County.

### Administration

- Training and Certifications
  - IT Security Analyst completed his certification in Cybersecurity from ISC2.
  - IT Security Analyst started SSCP certification training.
  - Sr Network Architect completed the FortiManager Administrator certification.
- New hires / Promotions
  - It Technician new hire
  - Interviews conducted for IT Specialist position
- Process improvements or streamlining initiatives
  - Participated in the Budget workshop FY25-26.
  - IT evaluated a demo for email security solution.
  - IT met with a vendor to explore Microsoft Copilot workshops collaboration.



# Monthly Department Report

## INFORMATION TECHNOLOGY

- The IT Team continues assessment of the full city security posture.
- The IT team continues to perform annual updates to technology policies and operational procedures.
- 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.
- IT teams continues to support the city with all audio visual events needs.
- Continue enhancing our security posture by enabling MFA for more solutions.
- Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.