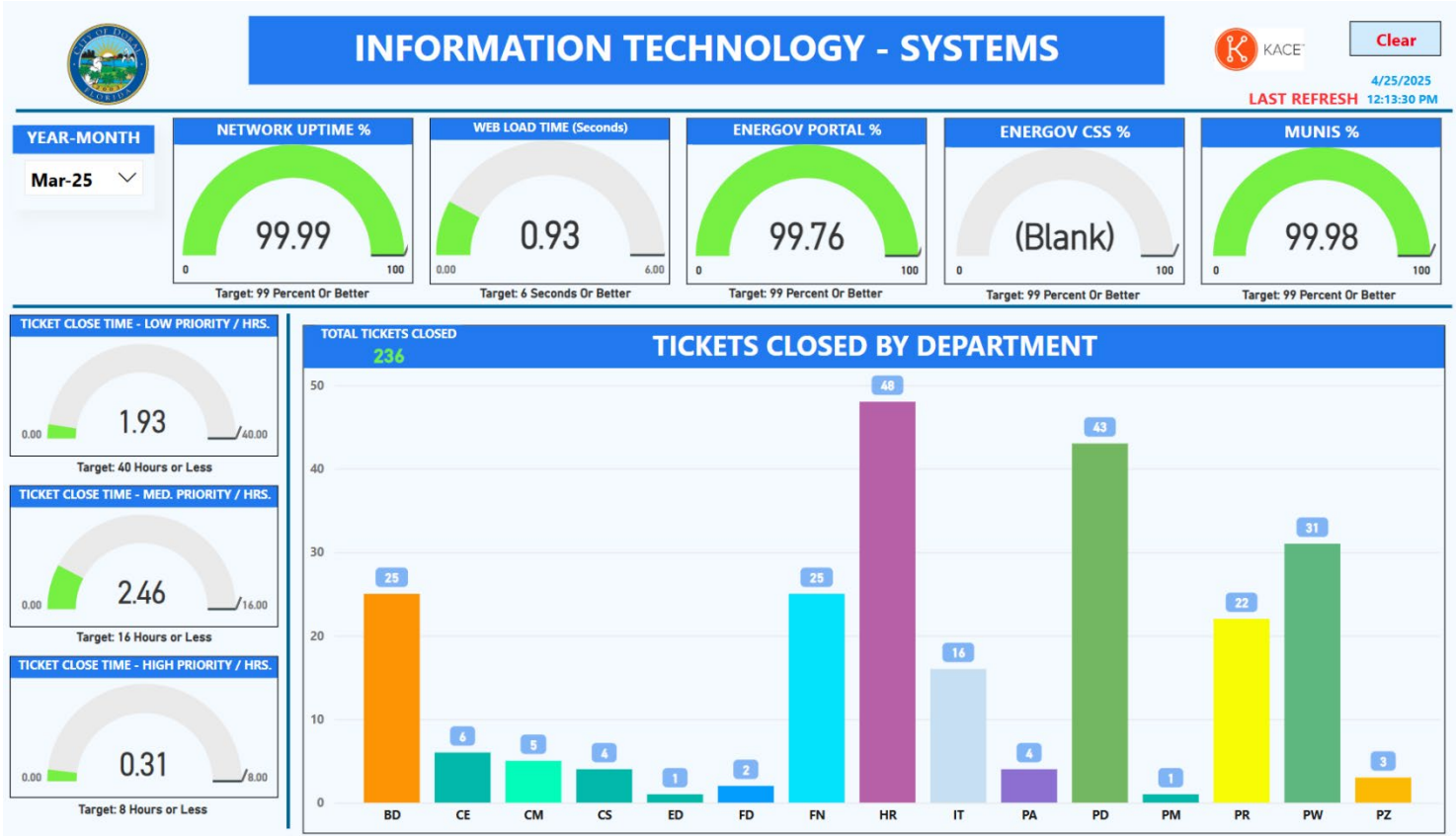
Monthly Department Report

INFORMATION TECHNOLOGY

March 2025

Department Stats/ Key Performance Indicators



Monthly Department Report

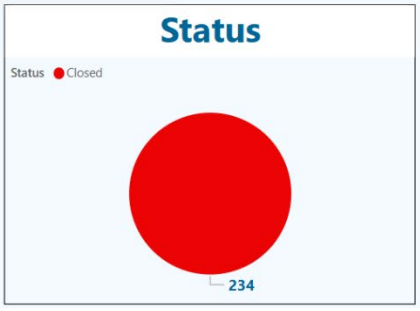
INFORMATION TECHNOLOGY

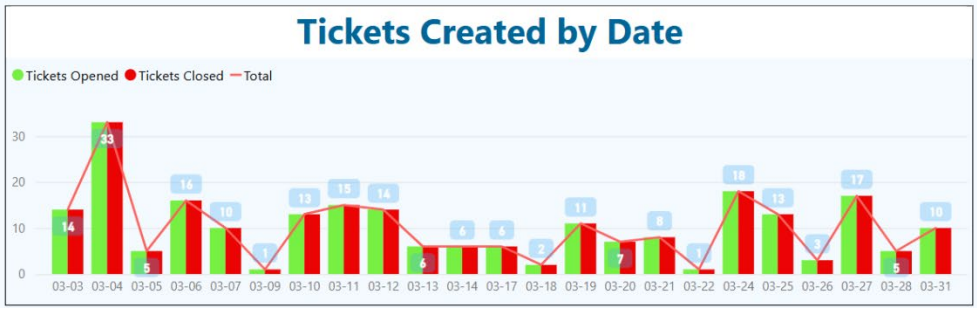
INFORMATION TECHNOLOGY - HELP DESK TICKETS

Clear

LAST REFRESH 4/25/2025 12:13:30 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Mar-25	234	234	0	0.29	7.80	Rodolfo Portilla (IT)	Jeanne Espinal (HR)



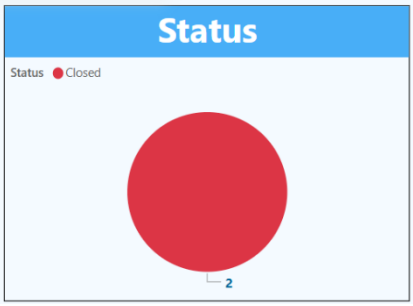


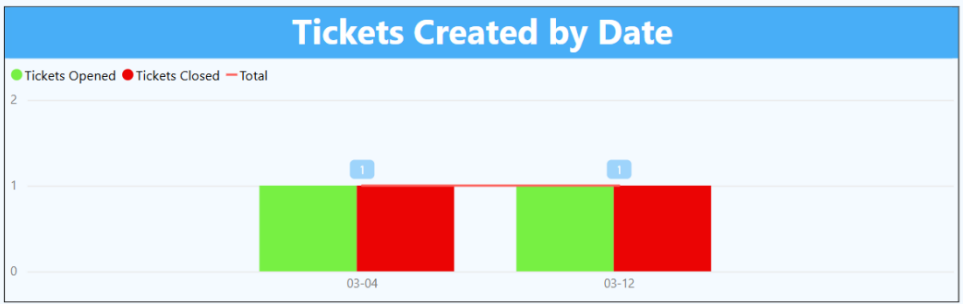
INFORMATION TECHNOLOGY - CHANGE MGMT

Clear

LAST REFRESH 4/25/2025 12:13:30 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Mar-25	2	2	0	26.00	0.07	--	--



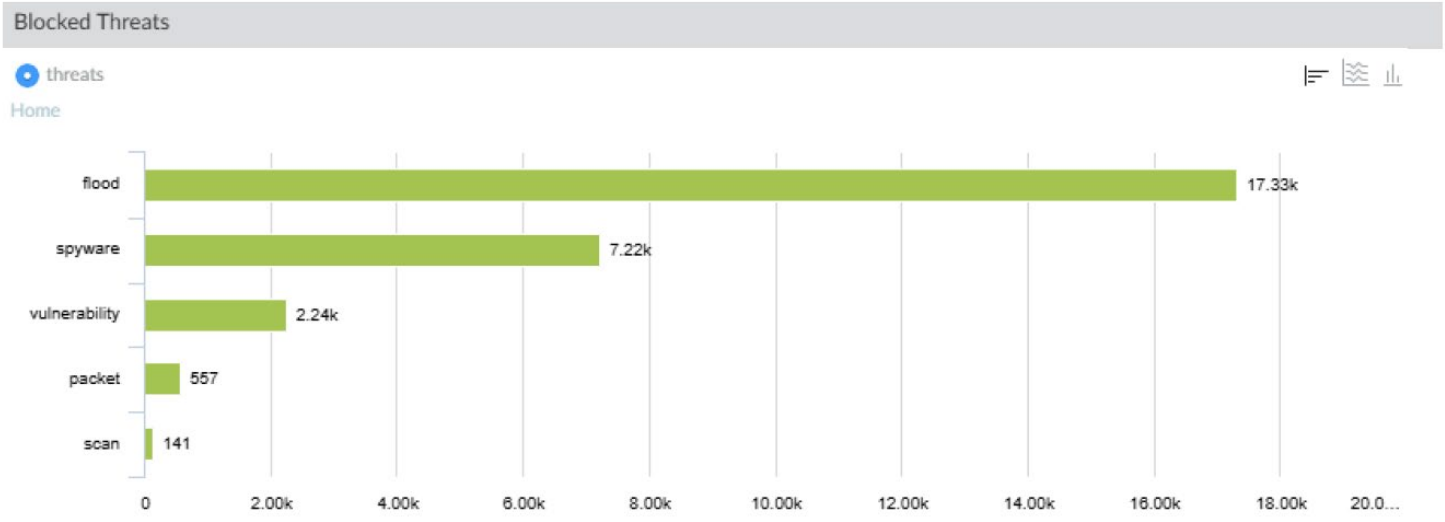


Monthly Department Report

INFORMATION TECHNOLOGY

Security Statistics

Blocked Threats - City Hall - March 2025

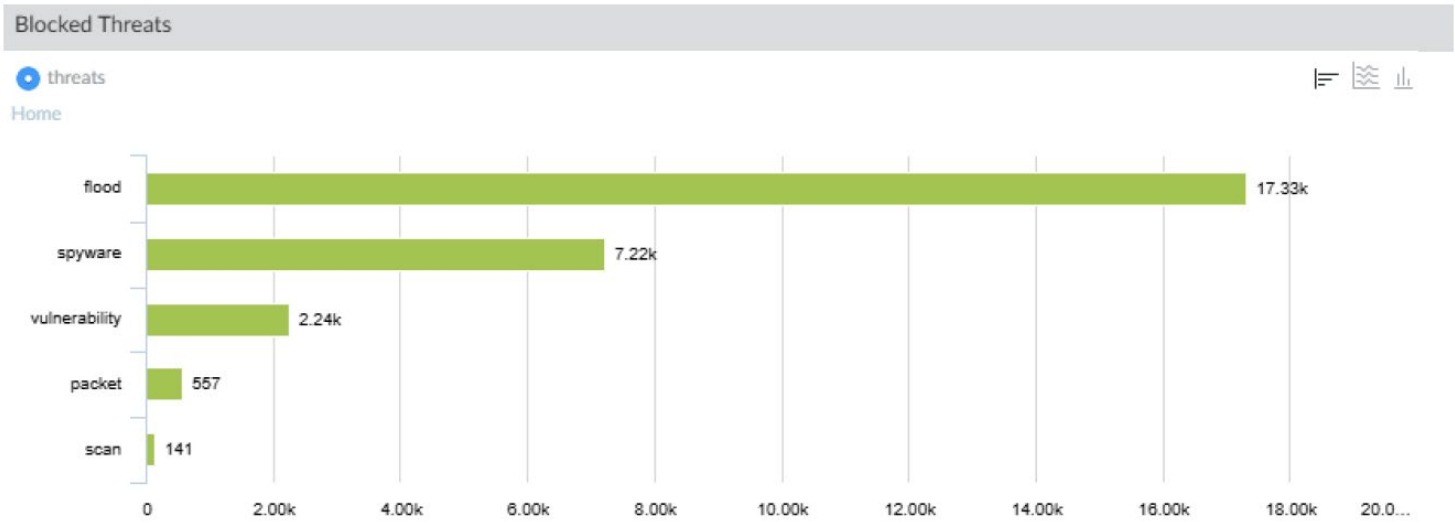


THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
PBP Packet Drop	8507	flood	flood	high	17.3k
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	7.2k
TCP SYN with data	8723	packet	N/A	informational	522
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	516
HTTP /etc/passwd Access Attempt	35107	vulnerability	info-leak	high	385
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	293
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	228
SCAN: TCP Port Scan	8001	scan	scan	medium	141
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	116
Generic HTTP Cross Site Scripting Attempt	31475	vulnerability	code-execution	high	108
others	others	others	others		640

Monthly Department Report

INFORMATION TECHNOLOGY

Blocked Threats – Data Center – March 2025



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Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – City Hall

1 March 2025 - 1 April 2025

City of Doral
Threat Protection Report

We have inspected a total of 296701 emails

521 Incidents			
429	83	9	0
Phishing (1446 emails)	Spam (498 emails)	Safe (44 emails)	Unclassified (0 emails)

2980

Remediated Emails

Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – Doral Police Department

1 March 2025 - 1 April 2025

Doral Police Department Threat Protection Report

We have inspected a total of 165273 emails

432 Incidents			
408 Phishing (2066 emails)	19 Spam (336 emails)	5 Safe (71 emails)	0 Unclassified (0 emails)

3878

Remediated Emails

Monthly Department Report

INFORMATION TECHNOLOGY

Major Project Updates

- Doral Central Park
  - IT wiring of the facility is completed. Testing and troubleshooting as needed.
  - 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.
  - Installation of CCTV cameras continues at all phases, 75% completed.
  - Fiber installation for phase 4 IT poles is completed.
  - Access control installation continues at all phases, 85% completed.
  - Wi-Fi deployment has been completed and tested.
  - Backend servers for CCTV and video analytics have been delivered and installed. Configuration is in progress.
- Doral Legacy Park
  - Pending commissioning and training for outdoor signage.
- Departmental Web Traffic Decryption
  - Continued configuration for the Council Staff department traffic decryption.
- ERP SaaS migration and upgrade
  - SaaS migration and upgrade scheduled for 5/15-16.
  - Next Steps:
    - Upgrade the On-Prem Test environment.
    - Test the On-Prem (test environment) ERP and EPL integration
    - Forms Testing
    - Cut to live
- EPL upgrade schedule for same day as ERP upgrade 5/15-16.

Monthly Department Report

INFORMATION TECHNOLOGY

Administration

- Training and Certifications
  - Sr Network Architect and IT Director completed CJIS recertification.
  - Sr Network Architect and IT Director attended eMerge Americas 2025.
  - IT Security Manager/ Acting Assistant IT Director continues his CGCIO program.
- New hires / Promotions
  - AV Systems Technician started
  - Acting IT Director was promoted to IT Director.
- Process improvements or streamlining initiatives.
  - Continue the automation of dashboards for the Police Department.
  - Continue to streamline internal dashboards for City Hall.
  - Continue the review and update of IT policies and procedures.
  - Completed a ransomware security health check.
  - Continue the IT meetings with all departments to enhance collaboration in a more proactive manner.
  - Created a new internal IT dashboard for cybersecurity campaigns.