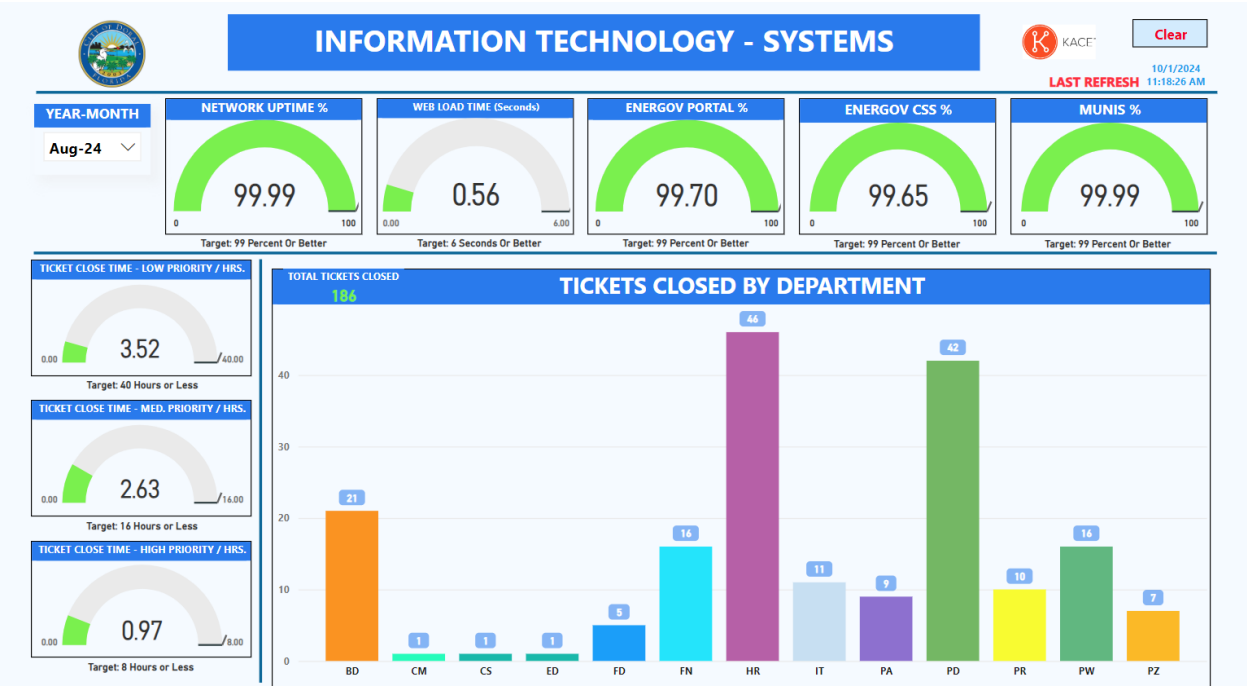
Monthly Department Report

INFORMATION TECHNOLOGY

August 2024

Department Stats/ Key Performance Indicator



Monthly Department Report

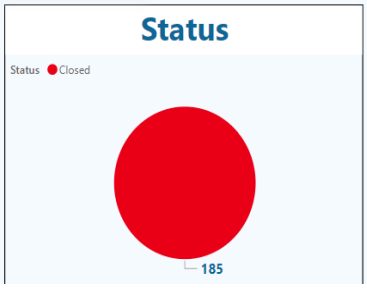
INFORMATION TECHNOLOGY

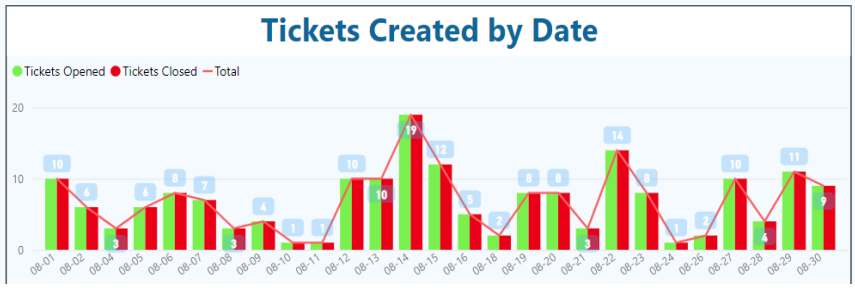
INFORMATION TECHNOLOGY - HELP DESK TICKETS

Clear

LAST REFRESH 10/1/2024 11:18:26 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
Aug-24	185	185	0	0.72	15.42	Carlos Flores (IT)	Jeanne Espinal (HR)



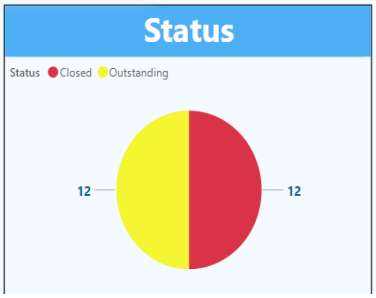


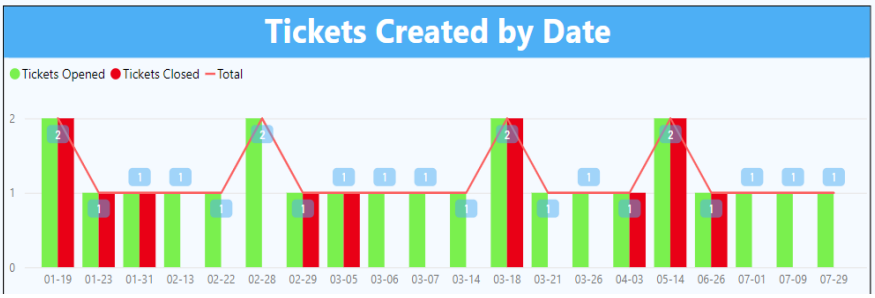
INFORMATION TECHNOLOGY - CHANGE MGMT

Clear

LAST REFRESH 10/1/2024 11:18:26 AM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Month	Top Owner	Top Submitter
All	24	12	12	69.00	2.00	Rainel Sanchez (IT)	Rainel Sanchez (IT)





Monthly Department Report

INFORMATION TECHNOLOGY

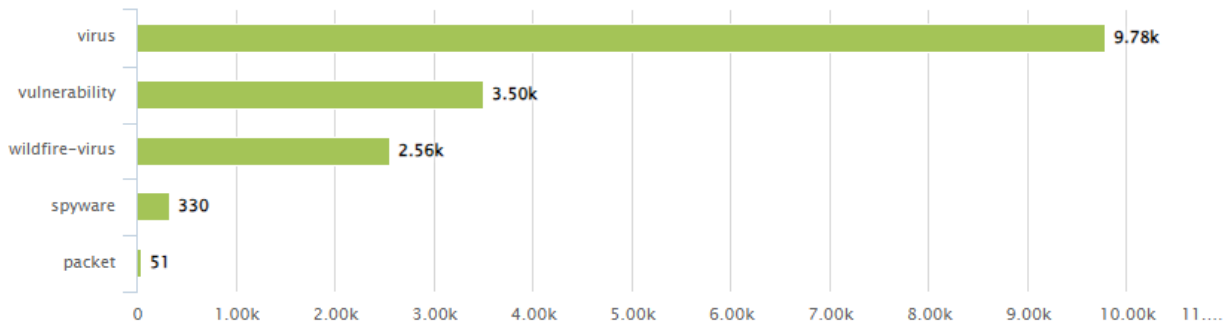
Security Stats

Blocked Threats - City Hall

Blocked Threats

threats

Home

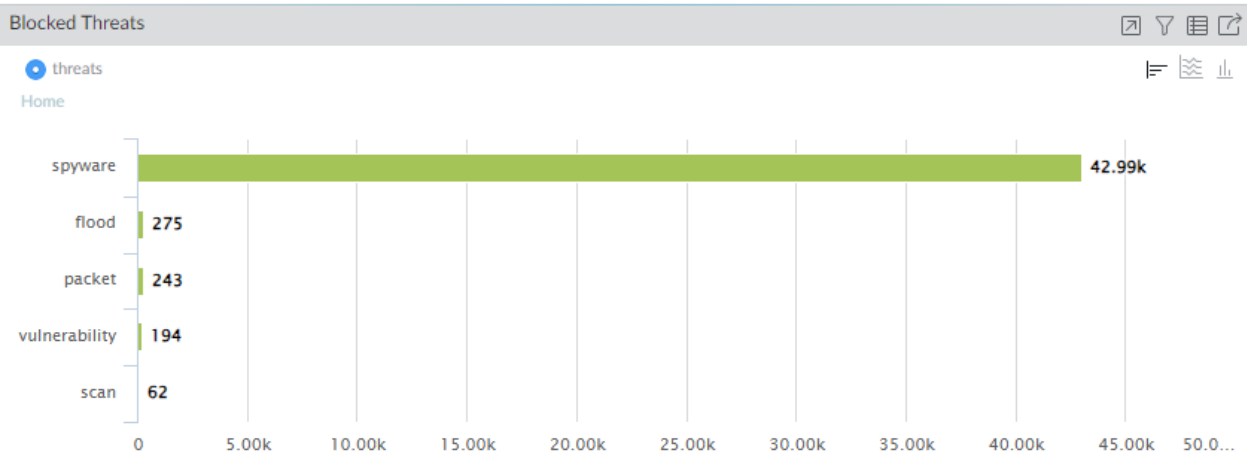


THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
656943132	656943132	virus	script-av	medium	6.2k
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	2.6k
656943132	656943132	wildfire-virus	script-av	medium	1.6k
Virus/Win32.WGeneric.ejctnm	653389533	virus	pe	medium	894
Virus/Win32.WGeneric.ejctnm	653389533	wildfire-virus	pe	medium	888
Generic Malicious Javascript Detection	86565	spyware	spyware	critical	176
Microsoft MSXML Memory Corruption Vulnerability	35646	vulnerability	code-execution	high	121
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	82
Trojan/Win32.leonem.aoy	382937481	virus	openoffice	medium	80
Metasploit PDF Exploit Evasion Sample	32766	vulnerability	code-execution	critical	52
others	others	others	others		3.5k

Monthly Department Report

INFORMATION TECHNOLOGY

Blocked Threats – Data Center



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	43.0k
PBP Packet Drop	8507	flood	flood	high	264
TCP SYN with data	8723	packet	N/A	informational	164
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	104
TCP SYN-ACK with data	8724	packet	N/A	informational	79
SCAN: TCP Port Scan	8001	scan	scan	medium	62
TP-Link Archer Router Command Injection Vulnerability	93749	vulnerability	code-execution	high	48
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	19
ICMP Flood	8503	flood	flood	critical	11
Cisco Smart Install Protocol Vulnerability	56653	vulnerability	code-execution	medium	6
others	others	others	others		18

Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – City Hall

1 Aug. 2024 - 1 Sept. 2024

City of Doral
Threat Protection Report

We have inspected a total of 272092 emails

326 Incidents			
251	62	13	0
Phishing (1477 emails)	Spam (567 emails)	Safe (202 emails)	Unclassified (0 emails)

2554

Remediated Emails

Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – Doral Police Department

1 Aug. 2024 - 1 Sept. 2024

Doral Police Department Threat Protection Report

We have inspected a total of 135175 emails

442 Incidents			
410 Phishing (1764 emails)	29 Spam (1910 emails)	3 Safe (5 emails)	0 Unclassified (0 emails)

4539

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 95% completed.
    - The termination of the cables is 95% completed Audio Visual racks have been installed in the recreation center.
    - Data wires at the aquatics support building have been done on site ready rooms.
    - Data wires at site ready rooms at the grandstand have been done.
    - All Musco pole speakers have been installed, 100% of the speaker wires have been ran.
    - Access control and CCTV permit process ongoing.

- Doral Legacy Park
    - Outbuilding network rewiring project has begun…data and fiber has been relocated, pending termination and testing.

- Departmental Web Traffic Decryption
    - Completed the City Manager's Office traffic decryption.
- Email and File Archive Solution Upgrade
    - Completed policy classification; Retention to be set at the end of the project.
    - Migration process has begun.

- Environment readiness and compatibility checks completed.
- User testing and validation completed.

Administration

- Training and Certifications
  - Network Administrator Architect completed CISSP training.
  - IT Security Manager completed CISSP training.

- Continued the automation of dashboards for the Police Department.
- Continued review and update of IT policies and procedures.