

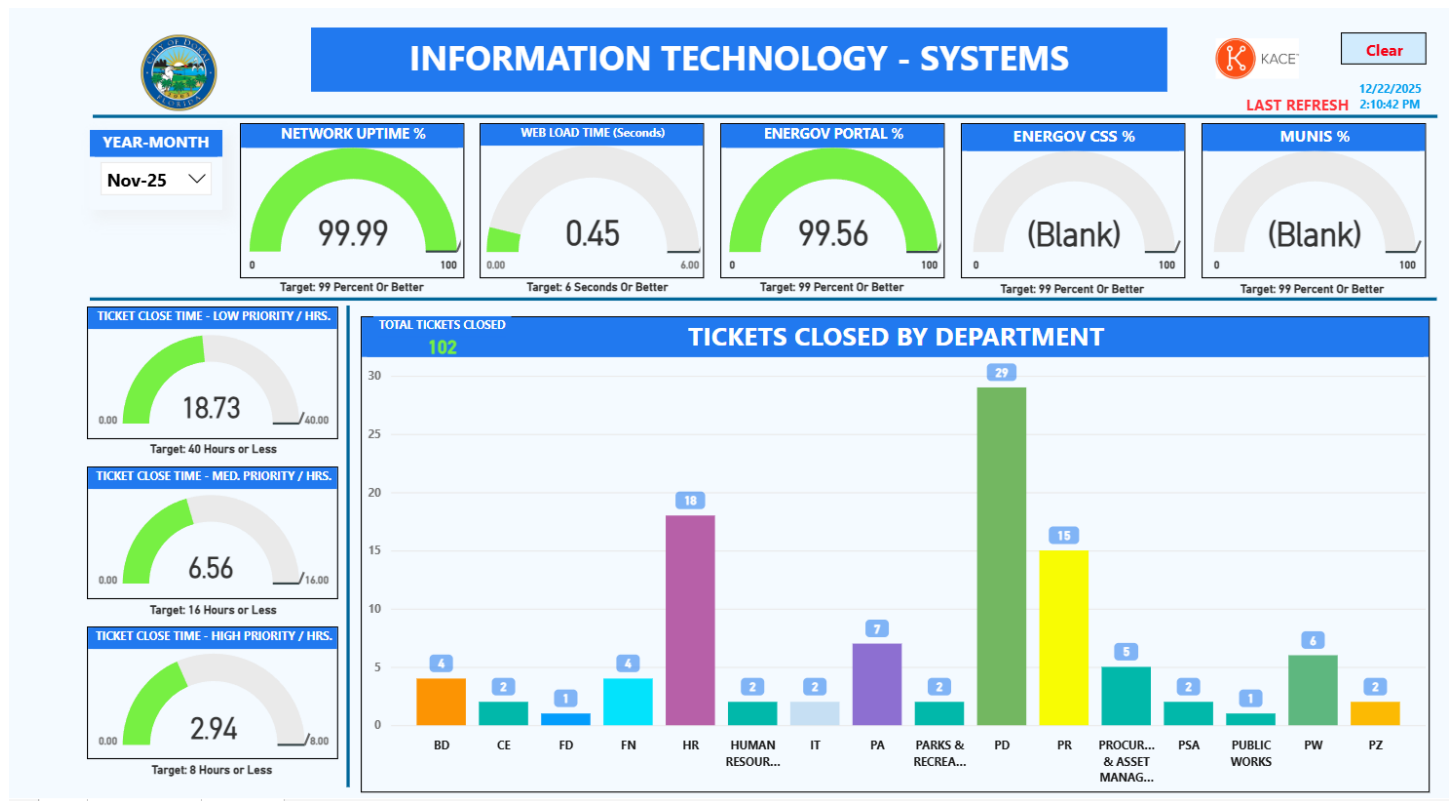


Monthly Department Report

INFORMATION TECHNOLOGY

November 2025

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



INFORMATION TECHNOLOGY - HELP DESK TICKETS

[Clear](#)

12/22/2025

LAST REFRESH 2:10:42 PM

YEAR-MONTH

Nov-25

Tickets Created

104

Tickets Closed

102

Outstanding Tickets

2

Avg. Business Days

0.95

Tickets Per Day

3.47

Top Owner

Rodolfo Portilla (IT)

Top Submitter

Michael McFarlane (HR)

Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



INFORMATION TECHNOLOGY - CHANGE MGMT

[Clear](#)

10/17/2025

LAST REFRESH 12:11:19 PM

YEAR-MONTH

Sep-25

Tickets Created

2

Tickets Closed

1

Outstanding Tickets

1

Avg. Business Days

20.50

Tickets Per Day

0.07

Top Owner

Rainel Sanchez (IT)

Top Submitter

Rainel Sanchez (IT)

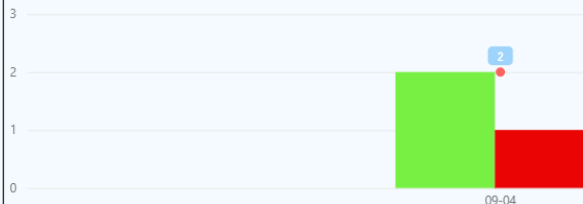
Status

Status ● Closed ● Outstanding



Tickets Created by Date

● Tickets Opened ● Tickets Closed — Total



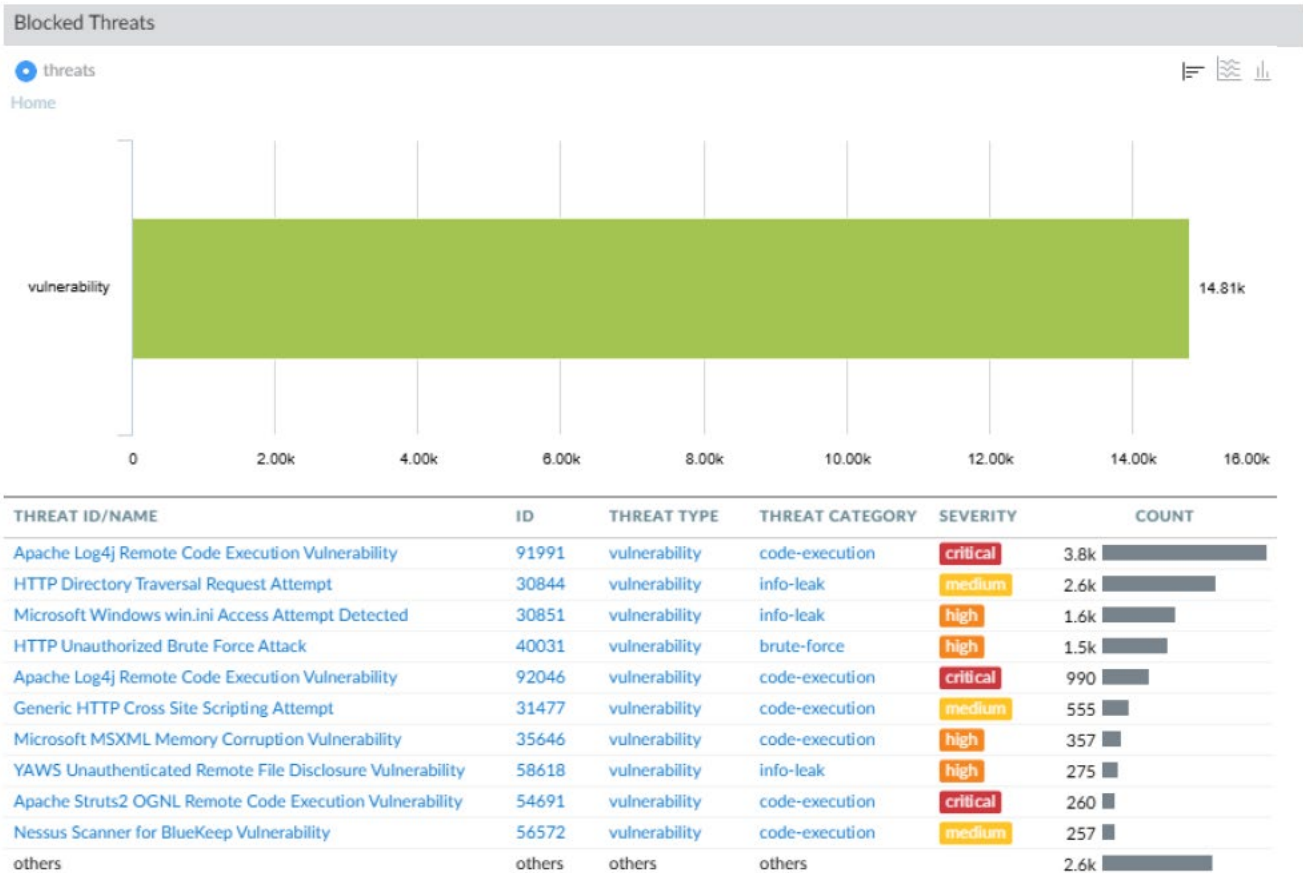


Monthly Department Report

INFORMATION TECHNOLOGY

Security Statistics

Blocked Threats - City Hall - November 2025





Monthly Department Report

INFORMATION TECHNOLOGY

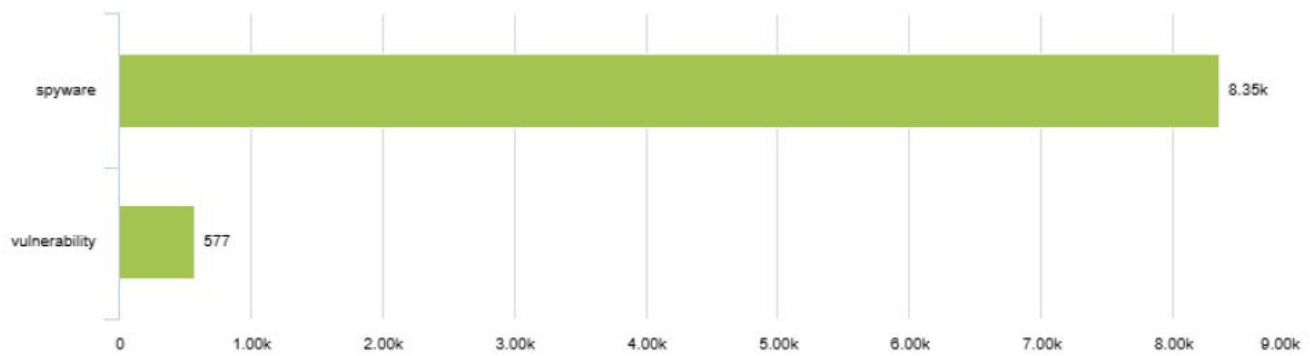
Blocked Threats – Police Department – November 2025

Blocked Threats

threats



Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
Suspicious TLS Evasion Found	14978	spyware	spyware	informati	8.4k
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	473
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	79
TP-Link Archer Router Command Injection Vulnerability	93749	vulnerability	code-execution	high	7
Nmap Scripting Engine Detection	58433	vulnerability	hacktool	medium	7
PowerDNS Recursive Out-of-Bounds Read Denial-of-Service Vulnerability	40729	vulnerability	dos	high	4
GPON Home Routers Remote Code Execution Vulnerability	37264	vulnerability	code-execution	critical	3
Cisco Smart Install Protocol Vulnerability	56653	vulnerability	code-execution	medium	2
ZGrab Application Layer Scanner Detection	57955	vulnerability	info-leak	medium	1
MVPower DVR Shell Unauthenticated Command Execution Vulnerability	57566	vulnerability	code-execution	critical	1



Monthly Department Report

INFORMATION TECHNOLOGY



Email Protection Report – City Hall – November 2025

1 Nov. 2025 - 30 Nov. 2025

City of Doral Threat Protection Report

We have inspected a total of 277303 emails

502

Incidents



445

Phishing



52

Spam



5

Safe



0

Unclassified

4367

Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY

Email Protection Report – Doral Police Department –November 2025

1 Nov. 2025 - 30 Nov. 2025

Doral Police Department Threat Protection Report

We have inspected a total of 114514 emails

354

Incidents



342

Phishing



12

Spam



0

Safe



0

Unclassified

2037

Remediated Emails



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, 99% completed.
 - Backend servers for CCTV and video analytics have been delivered and installed. Configuration is complete. Testing is complete.
 - Continued troubleshooting CCTV and network equipment affected by lightning.
 - Amphitheater setup with Ticketmaster completed.
- Commissioning and training for outdoor signage at Doral Legacy Park is in progress.
- New Procurement system acquired, configuration is completed, training is in progress.
- City Hall meeting rooms AV upgrade
 - Design for AV upgrade completed.
 - Low-voltage cables have been run.
 - Procurement and installation of equipment for the first meeting room started.
- LPR project with Police Department
 - Site designs have been completed. Permits have been submitted to the City of Doral and Miami-Dade County.
 - Installation has started on two sites. The rest are pending permit issuance.
- Network Automation and Analytics Platform project
 - Kick-off call completed
 - Educational and Technical sessions started
 - Site walkthrough visits completed
 - Configuration for the first site is in progress.

Administration

- Training and Certifications
 - IT Director attended Rubrik Public Summit 2025 – Virtual.
 - Business Analyst completed his Six Sigma Green Belt certification.
 - Business Analyst continues studying for his Six Sigma Black Belt certification.
- New hires / Promotions
 - Promotion – Network Administrator to Business Analyst.
 - Conducted interviews for the Sr. Network Architect position.
 - Conducted interviews for the Intersection Technology System Analyst position.
- Process improvements or streamlining initiatives
 - The security team started the implementation of the network detection and response platform.
 - IT collaboration with Parks for a replacement of the current parks and recreation system.
 - Conducted a disaster recovery workshop. Two sessions.
 - IT personnel met with Parks leadership to discuss enhancements to internal dashboards.
 - The IT Team continues assessment of the full city security posture.



Monthly Department Report

INFORMATION TECHNOLOGY



- 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.
- IT teams continue to support the city with all audiovisual event needs.
- Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.