



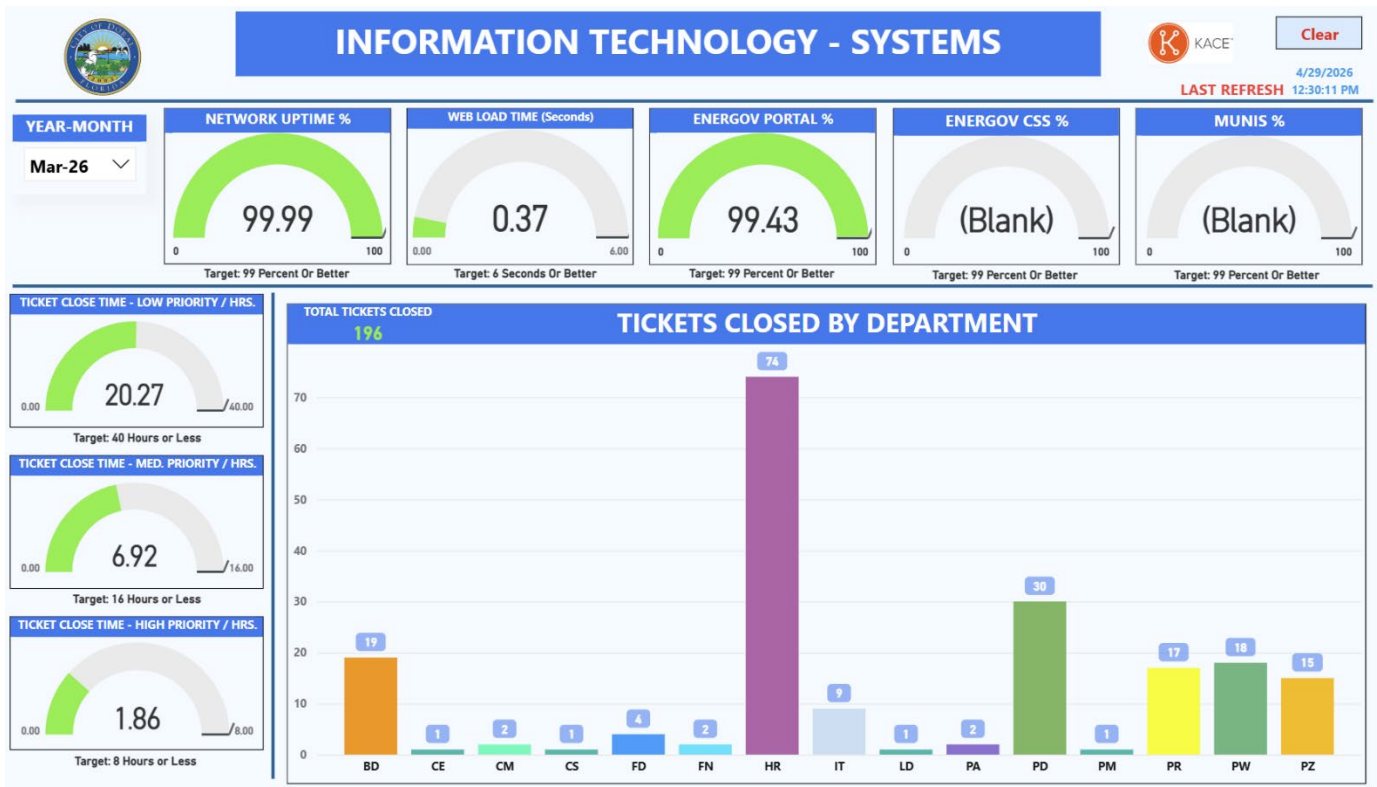
Monthly Department Report

INFORMATION TECHNOLOGY



March 2026

Department Stats/ Key Performance Indicators





Monthly Department Report

INFORMATION TECHNOLOGY



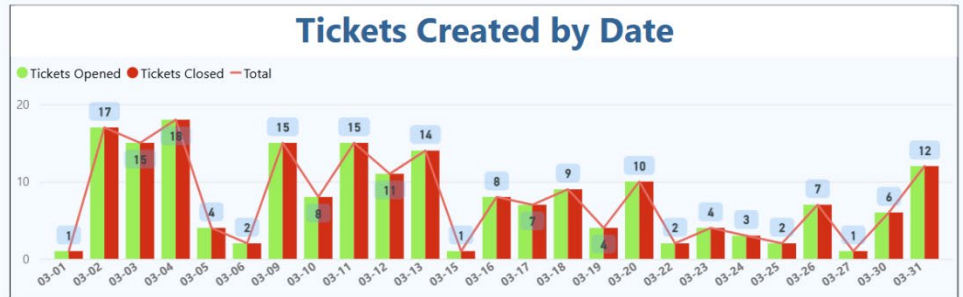
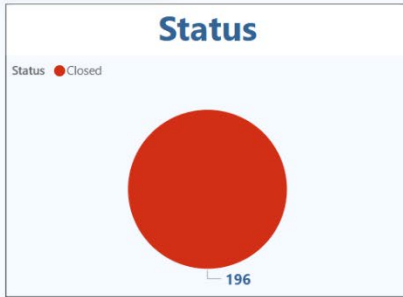
INFORMATION TECHNOLOGY - HELP DESK TICKETS



Clear

4/29/2026
LAST REFRESH 12:30:11 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Mar-26	196	196	0	0.86	6.53	Rodolfo Portilla (IT)	Jeanne Espinal (HR)



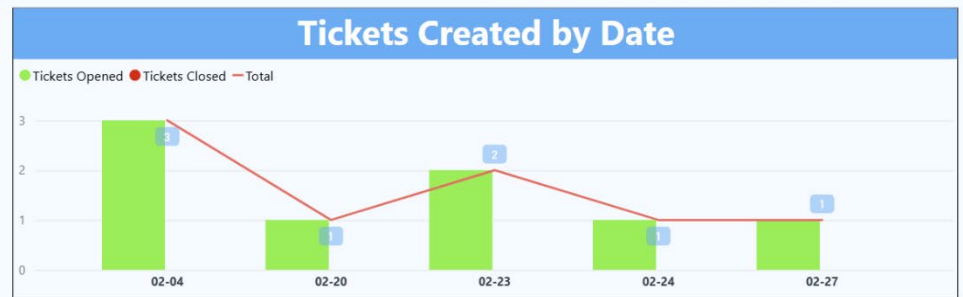
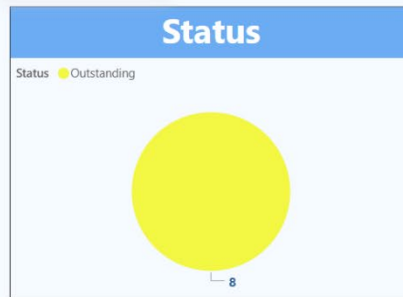
INFORMATION TECHNOLOGY - CHANGE MGMT



Clear

4/29/2026
LAST REFRESH 12:30:11 PM

YEAR-MONTH	Tickets Created	Tickets Closed	Outstanding Tickets	Avg. Business Days	Tickets Per Day	Top Owner	Top Submitter
Feb-26	8	0	8	51.38	0.27	Rainel Sanchez (IT)	--





Monthly Department Report

INFORMATION TECHNOLOGY

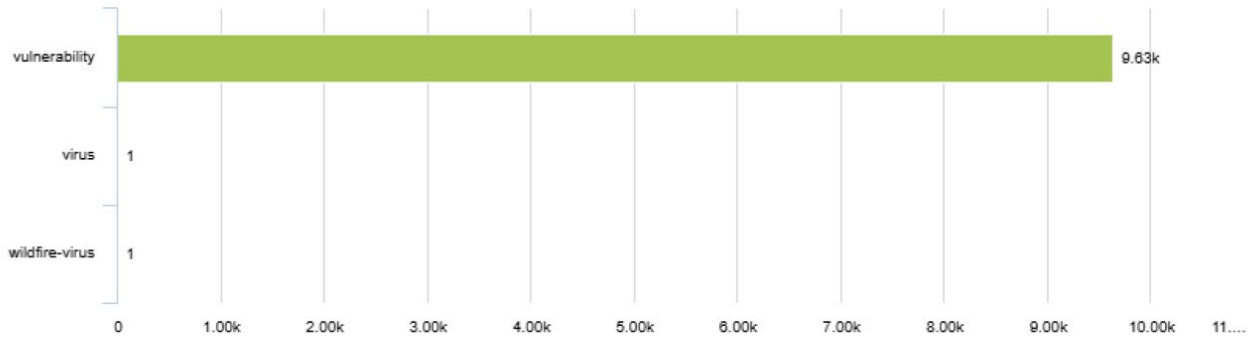


Security Statistics

Blocked Threats - City Hall - March 2026

Blocked Threats

● threats ≡ ☰ 📊
Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGORY	SEVERITY	COUNT
Apache Log4j Remote Code Execution Vulnerability	92046	vulnerability	code-execution	critical	3.1k
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	1.5k
Apache Log4j Remote Code Execution Vulnerability	91991	vulnerability	code-execution	critical	1.4k
Nessus Scanner for BlueKeep Vulnerability	56572	vulnerability	code-execution	medium	902
HTTP Directory Traversal Request Attempt	30844	vulnerability	info-leak	medium	846
Microsoft Windows win.ini Access Attempt Detected	30851	vulnerability	info-leak	high	530
Generic HTTP Cross Site Scripting Attempt	31477	vulnerability	code-execution	medium	181
Generic Cross-Site Scripting Vulnerability	94328	vulnerability	code-execution	medium	94
Generic HTTP Cross Site Scripting Attempt	31475	vulnerability	code-execution	high	88
YAWS Unauthenticated Remote File Disclosure Vulnerability	58618	vulnerability	info-leak	high	88
others	others	others	others		907



Monthly Department Report

INFORMATION TECHNOLOGY

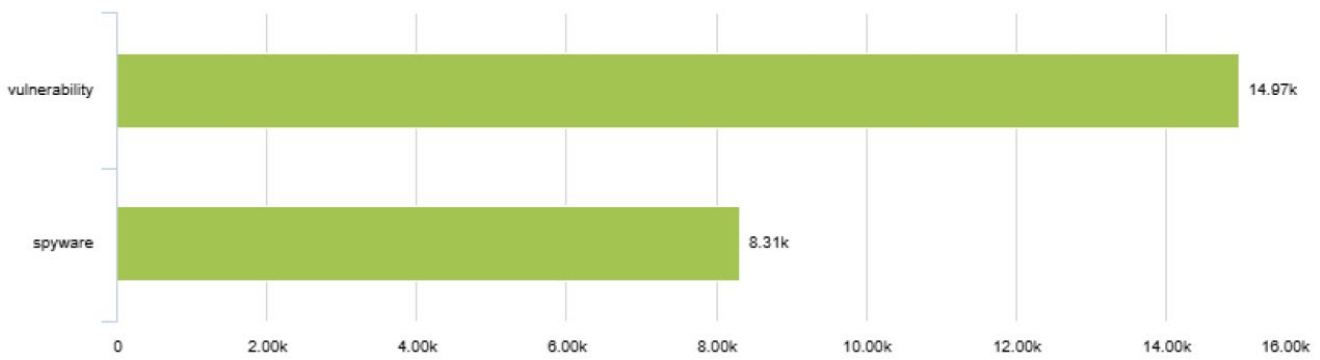


Blocked Threats – Data Center – March 2026

Blocked Threats

● threats

Home



THREAT ID/NAME	ID	THREAT TYPE	THREAT CATEGOR	SEVERITY	COUNT
HTTP Unauthorized Brute Force Attack	40031	vulnerability	brute-force	high	14.4k
Suspicious TLS Evasion Found	14978	spyware	spyware	informational	8.3k
Metasploit VxWorks WDB Agent Scanner Detection	56693	vulnerability	info-leak	medium	516
PowerDNS Recursive Out-of-Bounds Read Denial-of-Service Vulnerability	40729	vulnerability	dos	high	11
Realtek Jungle SDK Remote Code Execution Vulnerability	91535	vulnerability	code-execution	critical	6
Cisco Smart Install Protocol Vulnerability	56653	vulnerability	code-execution	medium	3
GPON Home Routers Remote Code Execution Vulnerability	37264	vulnerability	code-execution	critical	2
BPFDoor Beacon Detection	86643	spyware	spyware	critical	1



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – City Hall – March 2026

1 March 2026 - 31 March 2026

City of Doral Threat Protection Report

We have inspected a total of 323390 emails

399 Incidents			
 359 Phishing	 29 Spam	 11 Safe	 0 Unclassified

2390 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY







Email Protection Report – Doral Police Department – February 2026

1 March 2026 - 31 March 2026

Doral Police Department Threat Protection Report

We have inspected a total of 156020 emails

204 Incidents			
 193 Phishing	 10 Spam	 1 Safe	 0 Unclassified

1806 Remediated Emails



Monthly Department Report

INFORMATION TECHNOLOGY



Major Project Updates

- Doral Central Park
 - Installation of CCTV cameras continues at all phases, 100% completed.
- City Hall meeting rooms AV upgrade
 - Design for AV upgrade completed.
 - Low-voltage cables have been run.
 - Procurement of all conference room AV systems completed.
 - Installation of equipment for the first two meeting rooms completed.
- 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 been completed for two sites. Currently working on the third site. The rest are pending permits.
- Network Automation and Analytics Platform project
 - Kick-off meeting, educational and technical sessions completed.
 - Site walkthrough visits completed.
 - Configuration for the first site completed. First site migrated.
 - Configuration for the second site completed. Second site migrated.
 - Configuration for the data center migration started.
- Upgrade of end-of-life CCTV equipment citywide.
 - Glades Park CCTV equipment has been purchased and installation has started.
- Citywide access control system migration
 - Equipment procured and purchased
 - Servers and backend configuration in progress.
- LPR end-of-life equipment replacement
 - Equipment procured and purchased.
- Doral Central Park Garage and Recreational Area
 - Stakeholders meeting

Administration

- Training and Certifications
 - The IT department prepared the Senior's IT Academy Cellphone Literacy Part 2 class to be presented in April.
 - IT Director and Assistant IT Director participated in the City's Leadership Retreat.
 - IT Director and Assistant IT Director participated in 2026 Strategic Planning sessions.
 - IT Director attended the Gartner CIO Leadership Forum.
- New hires / Promotions
 - No new hire
- Process improvements or streamlining initiatives



Monthly Department Report

INFORMATION TECHNOLOGY



- IT continues collaborating with Parks for a replacement of the current parks and recreation system.
- IT continues collaborating with key stakeholders in the acquisition and implementation of the new city's chatbot and improvements to the city app.
- Business analysis unit continues to meet with department heads to assist with process improvements.
- IT personnel continue to meet with department leadership to discuss enhancements to internal dashboards.
- The IT Team continues assessment of the full city security posture and started an IT operations assessment.
- The IT team continues to perform annual updates to technology policies and operational procedures.
- Continue the project of the new employee page with HR.
- Continue to streamline internal/external dashboards for City Hall and the Police Department.
- IT teams continue to support the city with all audiovisual events.
- Met with various vendors for potential new solutions or enhancements to current solutions to streamline and innovate services.