

Business Continuity and Disaster Recovery Update

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Enterprise Business Continuity Update

- Enterprise components necessary for business units have been established.
 - Workplace Resiliency Contracts with Agility are in-place for space & technology.
 - Emergency Notification System has been implemented.
 - Crisis Management Redbook has been established and tested for the organization.
 - Mobile Technology – Laptops and other items deployed for a more mobile workforce.
- An enterprise business continuity program has been completed within Citizens. Included in this activity were:
 - Business Impact Analysis (BIA's) have been completed for critical systems and business processes.
 - Eighteen departmental business continuity plans for multiple scenarios have been established and validated with business unit staff and management.
 - The business unit continuity plans have been exercised by each department and gaps identified and remediated.
 - A continuous process is established to refresh information and continuity plans through updates to the BIA and through a continuous process of test and validation exercises with business units.

Enterprise Policy & Claims System Disaster Recovery Exercise:

- Citizens' Enterprise Resiliency team conducted an exercise on August 10, 2019 to validate that all major systems of the Citizens Insurance Suite, as well as key IT systems and resources, are available when required to process policy and claims functions from within the alternate data center located in Winter Haven, Florida.
- The IT and Business teams involved moved the Citizens Insurance Suite system and its related components successfully. The timeframe to be completely operational and validated in the Winter Haven DR facility was approximately 9 hours and this improvement in the timeframe is a result of the focus on continuous improvement in this area by our Enterprise Resiliency and IT Services and Delivery teams.

