

# Cloud Implementation Update

**Aditya Gavvala**  
**VP – IT Services & Delivery**

September 10, 2019



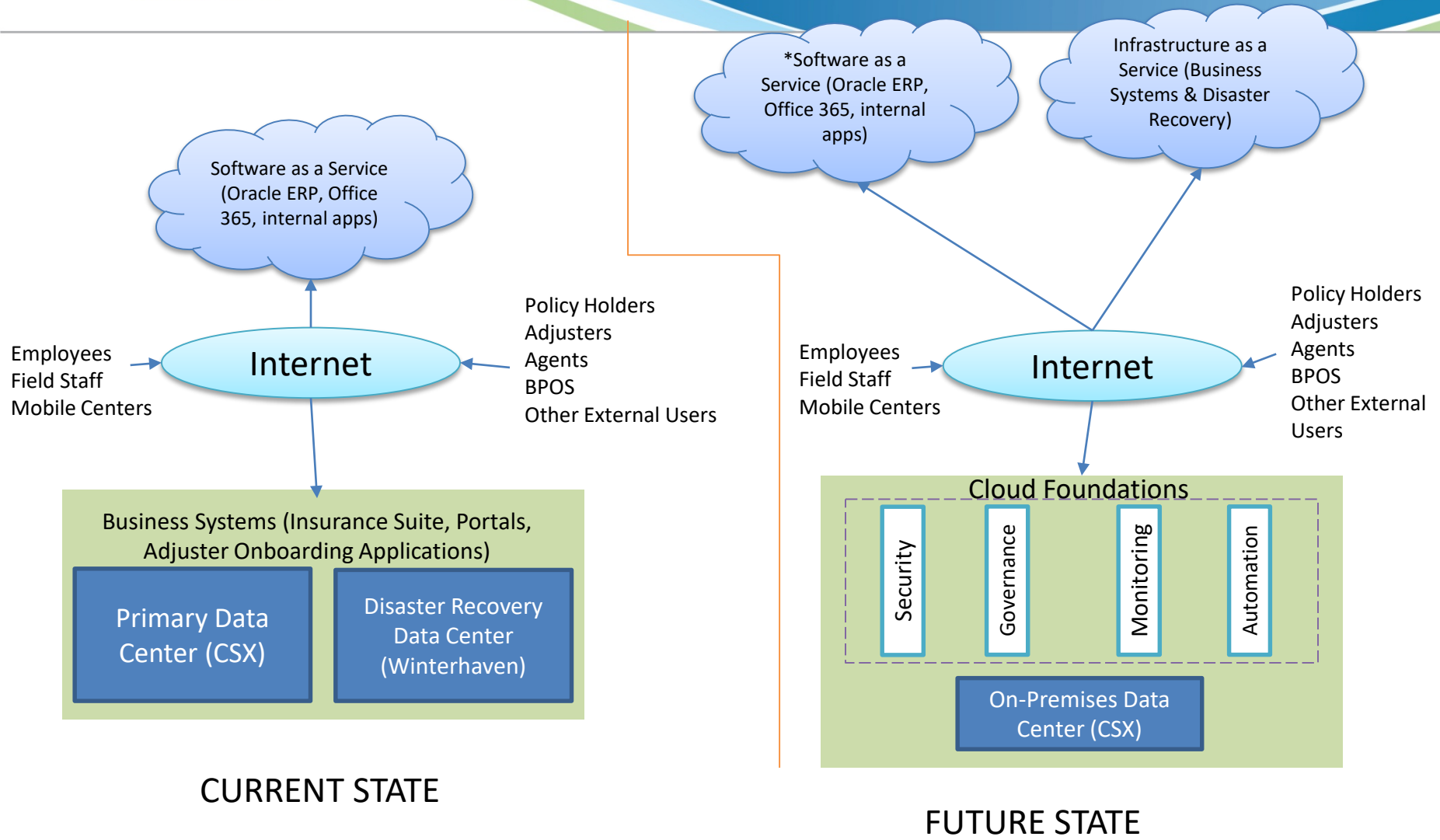
The Cloud is an ideal platform to support Citizens' unique business model and position in the insurance market for the following reasons.

## Characteristics:

- Elastic resources - Scale quickly and easily to meet demand
- Metered services so we only pay for what we use
- On Demand Usage - Requesting teams can be provided the ability to quickly provision Cloud infrastructure and Services, as they need, resulting in faster delivery
- Infrastructure (sometimes applications) managed by service provider

## Benefits:

- Cloud computing variable cost model aligns with Citizens dynamic policy count, budget, and processing needs
- Ensures we will have capacity to support peak needs, yet not requiring Citizens to purchase and pre-stage hardware that may never be needed
- Helps minimize demands on internal IT resources as it shifts management/maintenance functions to service providers



\* Citizens already has some business systems running in the cloud (Software as a service model. Examples: ERP system, Email, myService – Help Desk )

# Cloud Implementation Roadmap



Jan 2019 – May 2019

Cloud Strategy & Email Migration to Cloud

April 2019 – Dec 2019

Cloud Foundations  
Governance, Security, Operations & Automation

Q4 2019 – Q3 2020

Office 365 (Teams, OneDrive, Planner, Flow, SharePoint) roll out.

Technology Consolidation (conference call technology, end point protection, mobile device management)

Infrastructure as a Service readiness (including Disaster Recovery)

Q2 2020 – Q1 2021

Business Systems Migration to Cloud in waves