CONTRACT ID	**Information Systems Advisory Committee Meeting Minutes March 10, 2020**
BUDGETED ITEM	N/A
CONTRACT AMOUNT	N/A
PURPOSE / SCOPE	Review of the March 10, 2020 Information Systems Advisory Committee Meeting Minutes to provide opportunity for corrections and historical accuracy.
CONTRACT TERM(S)	N/A
PROCUREMENT METHOD	N/A
RECOMMENDATION	Staff recommends the Information Systems Advisory Committee review and approve the March 10, 2020 Information Systems Advisory Committee Meeting minutes.
CONTACTS	Kelly Booten, Chief Systems and Operations

Summary Minutes of the
Information Systems Advisory Committee Meeting
Tuesday, March 10, 2020

The Information Systems Advisory Committee (ISAC) of Citizens Property Insurance Corporation (Citizens) convened telephonically on Tuesday, March 10, 2020 at 10:00 a.m. (ET).

The following members of the Information Systems Advisory Committee were present telephonically:

James Holton, Chair
John Wortman
William Kastroll
John Vaughan
Kelly Booten, *staff*

The following Citizens staff members were present telephonically:

Aditya Gavvala
Robert Sellers
Sarah Harrell
Stephen Guth
Wendy Perry

Call Meeting to Order
Roll was called. Chairman Jim Holton, Governor John Wortman, Governor Will Kastroll and Technical Advisor John Vaughan, were present. Chairman Holton called the meeting to order.

1. **Approval of Prior Meeting's Minutes**

Chairman Holton: Welcome everyone to the March ISAC teleconference. The first order of business is approval of the prior Minutes. Are there any changes? None being heard, I will accept a motion to approve the minutes.

John Wortman made a motion to approve the December 3, 2019, Information Systems Advisory Committee (ISAC) Minutes. John Vaughan seconded the motion. The minutes were unanimously approved.

Chairman Holton: The Chair recognizes Kelly Booten to provide the Chief Systems and Operations Update. Kelly you have the floor.

2. **Chief Systems and Operations Update**

Kelly Booten: Good morning. Today I would like to provide an Audit status update. All open items from two security/privacy-related audits, Network Assessment and Information Classification & Handling, have

been closed or the risk has been accepted at Enterprise Risk Steering Committee with on-going monitoring in place.

There are two open items for the Backup & Recovery Audit, which are on schedule to complete by their due dates in March and June.

The Cloud Readiness Audit, which is scheduled for inclusion in the March Audit Committee material, completed satisfactorily with one process improvement item.

IT has been involved in the 2019 Annual Financial Audit and has provided all the materials that has been requested.

A security penetration test was conducted by a third party in December. The final report has not yet been delivered but based upon the review there is nothing unusual in the report. Any remediation plan will be reviewed by Internal Audit.

Next, I would like to provide a quick update on our coronavirus business continuity plan. Last week I sent an email to the Board describing Citizens' business continuity planning and actions related to the virus, including messages that were sent to employees and managers. We have already started taking measures to reduce the risk of business interruption should we have to respond to a higher level of outbreak.

The crisis management team is led by Robert Sellers and consists of employees across the organization. All divisions have business continuity plans and are well positioned to work remotely for most tasks, if necessary. We will also be running through scenarios that test our plan for situations such as high absenteeism. Overall, we are well prepared.

I wanted to also note in the Identity and Access Management program update materials that there is confidential information related to our Security Program. Sarah will cover this material at a high level, and then we are available for more detailed, individual briefings for any Committee member, if you want to hear more detail.

That concludes my update.

Chairman Holton: Thank you, Kelly. Any questions for Kelly on this item? None being heard, we'll move on to item three. Kelly, you are further recognized for the ISAC Charter Review.

3. ISAC Charter Review

Kelly Booten: Behind tab three is the ISAC Charter, and in the Charter, it has at least annually reviewing the charter and making sure that it has the primary responsibilities outlined according to the Committee's desire. At this time, staff does not have any recommendations for change to the Charter and I open it up for any recommendations that the Committee might have or if there are any areas that you would like us to report on or provide additional information.

Chairman Holton: Members, any suggestions or questions for Kelly regarding this item?

John Wortman: I reviewed it and I had no problems; I would move for approval.

Chairman Holton: Kelly, do we need an actual formal action on this or if we don't make any changes?

Kelly Booten: If we're not making any changes, we can just note that the Committee agrees to leave the charter as-is and then there would be no action taken at the Board meeting.

Chairman Holton: Okay, that seems to be the consensus. Members, any further comments about this item? If not, we'll move on and make a notation to the Board that we recommend no further changes.

The next item is item four, and Sarah Harrell is recognized for the Identity & Access Management Update.

4. Identity & Access Management Update

Sarah Harrell: Good morning. For the record, I'm Sarah Harrell, Director of Enterprise Programs. The materials for the IAM update are behind tab #4 of your booklet.

The first couple of slides contain refresher information from the December 2019 update to this committee. Page two is an overview of the business objectives that are driving the priority of this initiative, with the leading objective being the reduction in cyber security risk and facilitation of our digital innovation.

On slide three, again it's a recap overview of the program approach. The tag line for IAM is "identity is the new perimeter", meaning that we no longer work on one device in one location. Mobility and work/life balance has allowed us to work from multiple devices in various locations. So, validating "who" you are has become vital.

We completed the Gartner 12-week engagement, as communicated in the December update. In Q4 of 2019, with the key deliverable being an executable roadmap, we have now launched the phased execution of that roadmap. The implementation updates will be provided at these quarterly meetings, and like any large initiative or program, some of the initiatives may run in parallel or overlap, as needed. Kelly Booten is the ELT Sponsor and Robert Sellers and Aditya Gavvala are the Program Owners for this multi-year program.

There will also be planned checkpoints or decisions points throughout the program, as you'll see on the upcoming roadmap slide, and that is really due simply to the rapid evolution of the IAM landscape and related tools in this space.

As Kelly mentioned in her opening, I will cover the remaining update slides, specifically slides 4-7, at a very high level due to the confidential nature of the content, which is stipulated in the footer on all of the remaining slides in the deck.

So, page four is a brief description and a purpose or business value, if you will, of each IAM initiative. The first two items, the green items – items one and two, are currently active and the teal item, number

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three, is slated to ramp-up in the second quarter. The last two initiatives will be later in the program and haven't been slated for start dates, yet.

Slide five is a graphical depiction of the initiatives defined on slide four; again, with the green initiatives one and two currently active. The yellow diamonds, as I mentioned previously, indicate check points or decision points that we know at this time. We may insert additional checkpoints later as the program progresses.

This is a three- to four-year program, as I mentioned and, as noted in the commentary, Gartner provided a pro-forma cost estimate of the program. That's an order of magnitude estimate, if you will, based on Gartner's expertise and industry metrics. There is more detail on that pro-forma cost estimate in the reference material on slide ten, if you're interested, but of course, the actual cost of the program will be dependent on the vendors and services selected, and then subsequently approved by this Committee and the Board. As with any multi-year program, this roadmap is based on the information we know today and will be recalibrated as the program progresses.

Slide six is a milestone update for the active initiatives. Again, initiatives one and two are active. For initiative one (MFA), the user deployment is wrapping up this week, actually slightly ahead of schedule, and then we are currently assessing the next phases of that initiative and the content and their timing related to the beginning of CAT season.

Initiative two (PAM) – We have selected the vendor and we are currently engaging the vendor to finalize the details and milestones of that implementation.

Again, the teal item is initiative three for which we plan to ramp up procurement activity in early Q2.

Lastly, slide seven shows the 2020 budgeted amounts for this year's initiatives in the program there in the red outlined box. The spend authority for those budgeted items as noted is the 2020 Action Item that was approved in December 2019 by this Committee. The 2021 and 2022 projected budget amounts are just that. They are projections based on Gartner's pro forma estimate and, of course, those budgeted amounts will be formalized during the appropriate budget year.

That concludes my update. I would be happy to take questions.

Chairman Holton: Thank you Sarah. Any questions for Sarah, members? Thanks for a great update.

5. New Business

Chairman Holton: Our final agenda item is New Business. Members, is there any new business you'd like to bring before the Committee before we adjourn? Okay, none being heard, I will remind everyone that our next scheduled meeting is June 9, 2020, at 10:00 a.m. Without further ado, if there is no other business or anything someone wants to comment on, I will accept a motion to adjourn.

John Wortman made the motion to adjourn. Meeting adjourned.