

Executive Summary

Information Systems Advisory Committee Teleconference, June 1, 2020

Chief Operating Officer Update

Audit and Security Summary

There is one item from the System and Information Backup Audit that is on target to close by the June 30th due date.

Secure Ideas performed a network penetration test for Citizens Property Insurance Corporation during December 2019. Through testing, Secure Ideas was able to ensure Citizens Management that our external safeguards are working as designed and did not provide a foothold into Citizens infrastructure and systems during the testing. They also gathered a general sense of Citizens Property Insurance Corporation's security posture and made several strategic recommendations. Pursuant to Section 627.352, Florida Statutes, and Other Applicable Laws, additional confidential information has been provided to the Board Committee members regarding the penetration test.

The Identity and Access Management program, an information technology security initiative, continues to progress according to the implementation plan that was presented at the March ISAC.

COVID-19 Technology Summary

The readiness of Citizens to respond quickly to the challenges of Covid-19 and to continue the delivery of insurance services was enabled by our ability to deliver technical services in a fully distributed environment. As you are aware, Citizens Enterprise Business Continuity program worked with our organizational units over the last several years to develop an Enterprise Continuity Plan that identified critical business processes and how we would accomplish those in a situation such as a Hurricane hitting one of our offices or a Pandemic such as we face with Covid-19. Upon the decision of the Executive Leadership team to declare a continuity event, those plans went into execution with the formation of a Covid-19 workgroup. The workgroup is cross-functional team responsible for all aspects of the response. This update is focused on the technology enablers providing the capabilities the organization needed to successfully operate in a remote environment, with most employees now working from their homes.

Using existing processes, we quickly moved necessary technology from our office setting to individual's homes, while maintaining appropriate inventory controls and required IT support. A cross functional team of IT and business staff quickly launched additional capabilities for online and video conferencing collaboration using Microsoft Teams which has already been widely adopted across the organization. Webinars on how to use technology efficiently and effectively in the new remote setting were delivered to hundreds of employees and the IT, Human Resources and Communications teams quickly developed job aids and frequently asked question documents for on-going use. As a result of these activities, employees can successfully work from home, stay connected, collaborate, and serve our customers and stakeholders. Other activities such as on-boarding new employees were redesigned to work in a completely distributed model and has been successful. Large scale video townhalls for different divisions have been successfully delivered through creative uses of our technology. Working with our Claims and Customer Experience organizations, we reviewed processes and redesigned how we would deliver CAT

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response services using our technology in innovative ways such as a drive-up model using our mobile response vehicles.

This is an opportune time for bad actors attempting to breach organizations. Cyber Security threats are on the rise across the world. As we were moving over 1,000 people to distributed work and enlarging our threat surface, we have also been rolling out additional security processes, technology and education designed to further safeguard our data by reducing risks related to malware and other bad actors efforts to penetrate our networks and systems.

The Information Technology team is continuing to evaluate and prepare for our employees to return to our regular office space at an undetermined date in the future.