

IT Security and Risk Program Update

Robert Sellers • ISAC – August 2020

What we want you to know...

The IT Security & Risk **supports** all Citizens' business units, so they can produce desired business outcomes successfully without taking on **undue** technology and cybersecurity **risk**.



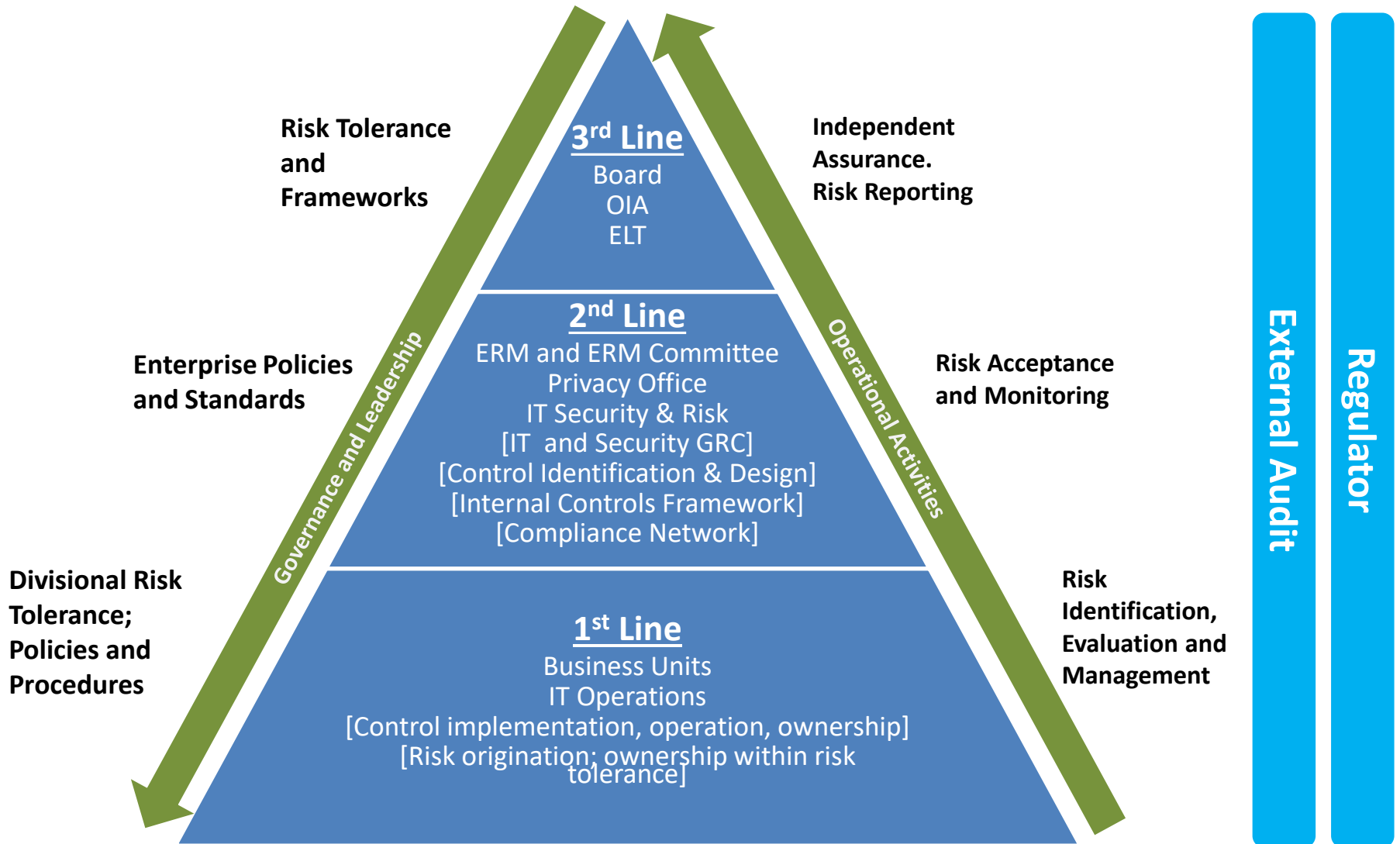


IT Security & Risk Program Alignment

Enterprise Strategic Goals	Enterprise Operations Strategic Goals	IT Security & Risk 3 Years Strategic Goals
<i>Operate as an efficient residual market</i>	NA	NA
<i>Ensure a strong financial operating environment</i>	<i>Control administrative expenses and capital costs in alignment with prioritized investments</i>	NA
<i>Operate a streamlined, scalable and customer-focused organization</i>	<i>Increase operational efficiency and effectiveness, and continuously improve customer satisfaction</i> <i>Empower our workforce to deliver continue business value</i>	Integrated Third Party IT Security & Risk Management Program into VMO Program Mature IT Governance, Risk and Compliance Program
<i>Protect the public interest and maintain the integrity of the corporation</i>	<i>Protect and maintain the integrity of data, systems, and physical safety and security</i>	Identity & Access Management Cybersecurity Incident Response Center Adopt DevSecOps for Application Security Cloud Security & Privacy Readiness Framework Mature Citizens Data Protection Program
<i>Identify, effectively communicate with, and educate internal and external stakeholders</i>	<i>Foster and continuously improve communication, employee engagement and workforce happiness</i>	Develop IT Security & Risk Workforce

IT Security & Risk

The Three Lines of Defense





IT Security & Risk Major Improvements

IT Security & Risk Three Years Goals

Goal	Description	
Identity & Access Management Program	Multifactor Authentication Reduction of Privilege Access Increase in Periodic Access Certifications	Process and Governance Improvements Implemented Network Access Control
Incident Response Center	Boarded Managed Security Service Provider 24x7 Security Logs and Access Monitoring Improved Patch Management (remote capabilities)	Annual Enterprise Data Incident Response testing Zero Data Loss or Breaches reported Improved Phishing Testing and Response to Events
Cloud Security & Privacy Readiness Framework	Office 365 Security Optimization Assessment 3 rd Party Cloud Infrastructure Assessment Hardening of Office 365 and Azure Infrastructure	Agency Management System Controls Testing Security Controls Design & Testing for Microsoft Teams Information Protection in Office 365
Adopt DevSecOps for Application Security	Security Champions Network Improved Software Development Lifecycle IT Security Standards Assessment	
Mature Data and System Protection	Information Protection (Office 365) Data Loss Prevention Database Security and Change Monitoring	Improved Database Data Protection Techniques Implemented Configuration Management Database Implemented Mobile Device/Application Management
Third Party IT Security Risk Management	Closer Collaboration with Vendor Management Office Service Organization Controls (SOC) Reviews Security Controls Questionnaire	
IT Governance, Risk and Compliance Program	Adoption of Three Lines of Defense Risk-based Security Controls Assessments Improved Risk Visualization	Periodic Risk Assessments Exceptions to Policy Process New IT and Security Compliance Program
Develop T-Shaped Cybersecurity & Risk Professionals	Improve results on Employee Engagement (need %) Completed skills assessment Training activities to address skills gaps	Reconcile job families Adoption of Lean Agile techniques to deliver value Two promotions completed