Identity & Access Management (IAM) Update
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CITIZENS
PROPERTY INSURANCE CORPORATION

IAM is: *"Providing the right people with the right access at the right time, PLUS predicting their need for access and detecting and responding if their access is inappropriate"*

Users' Identities
Normalize and manage Life Cycles

Users' Access
Control and detect interactions with information and other assets

Reduce Cybersecurity Risk	Ensure regulatory Compliance	Enhance User Experience and Productivity	Improve Operational Efficiency	Facilitate Digital Innovation
• Streamline the provisioning and de-provisioning of users and better manage user and systems identity access privileges to reduce the risk of unauthorized access.	• Improve visibility to compliance through better analytic capabilities • Reduce risk of non-compliance by reducing the number of known risk items. For example, removing manual processing and workflows related to IAM through process automations.	• Improve service-levels and business user satisfaction pertaining to on-boarding, off-boarding, and other provisioning requests. • Avoid delays in users' ability to access the resources they need and have permission to access.	• Remove process inefficiencies such as manual processes and approvals that cause delays in providing user access.	• Streamline the IAM system to quickly and securely integrate with or implement cloud platforms, applications and other services.

❖ **GARTNER ENGAGEMENT (COMPLETED Q4 2019)**

- 12-WEEK ENGAGEMENT; 3 DELIVERABLES: 1) STRATEGY VALIDATION 2) GAP ANALYSIS W/ RECOMMENDATIONS 3) IMPLEMENTATION ROADMAP
- IDENTIFIED 53 FUNCTIONAL GAPS WITH 23 RECOMMENDATIONS IN THE FOLLOWING 3 KEY AREAS:
  - AUTHENTICATION – THE ACT OF VALIDATING THAT USERS ARE WHO THEY CLAIM TO BE.
  - ADMINISTRATION MANAGEMENT – THE CONTINUOUS MANAGEMENT OF USER IDS AND ROLES THROUGH THEIR LIFECYCLE.
  - ACCESS MANAGEMENT – OVERSIGHT OF WHO CAN ACCESS WHAT RESOURCE BASED ON THEIR ROLE AND NEED TO KNOW BASIS.

❖ **PHASED EXECUTION OF IMPLEMENTATION ROADMAP INITIATIVES**

- KELLY BOOTEN IS THE EXECUTIVE SPONSOR; WITH ROBERT SELLERS AND ADITYA GAVVALA AS PROGRAM OWNERS.
- PROJECTED 3-4-YEAR PROGRAM DURATION WITH PROJECTED IMPLEMENTATION COSTS OF ~$7.3M (GARTNER'S PRO-FORMA ESTIMATE)
- CONDUCT CHECKPOINTS EVERY 12-18 MONTHS DUE TO THE QUICKLY EVOLVING IAM INDUSTRY/LANDSCAPE AND RELATED TOOLS
  - FIRST CHECKPOINT IS UNDERWAY BASED ON INDUSTRY INTEL RE: AN EMERGING TREND FOR TOOL(S) CONVERGENCE
  - AN INTERNAL ASSESSMENT, FOLLOWED BY A 3RD PARTY VALIDATION, WILL BE CONDUCTED TO DETERMINE NEXT STEPS
- THE FIVE (5) PROGRAM INITIATIVES MAY RUN IN PARALLEL AND/OR OVERLAP, BASED ON DEPENDENCIES OR CONSTRAINTS
  - ✓ *MULTI-FACTOR AUTHENTICATION (MFA) IMPLEMENTATION*
  - ✓ *PRIVILEGED ACCESS MANAGEMENT (PAM) TOOL, PROCUREMENT AND IMPLEMENTATION*
  - ✓ *IDENTITY ADMINISTRATION AND AUTHORIZATION (IAA) TOOL, PROCUREMENT AND IMPLEMENTATION*
  - ✓ *ACCESS MANAGEMENT (AM) TOOL, PROCUREMENT AND IMPLEMENTATION*
  - ✓ *FEDERATED SERVICES, IMPLEMENTATION*
- AS WITH ANY MULTI-YEAR PROGRAM, THE IMPLEMENTATION TIMELINE IS BASED ON KNOWN INFO TODAY AND WILL BE RECALIBRATED AS THE PROGRAM PROGRESSES

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