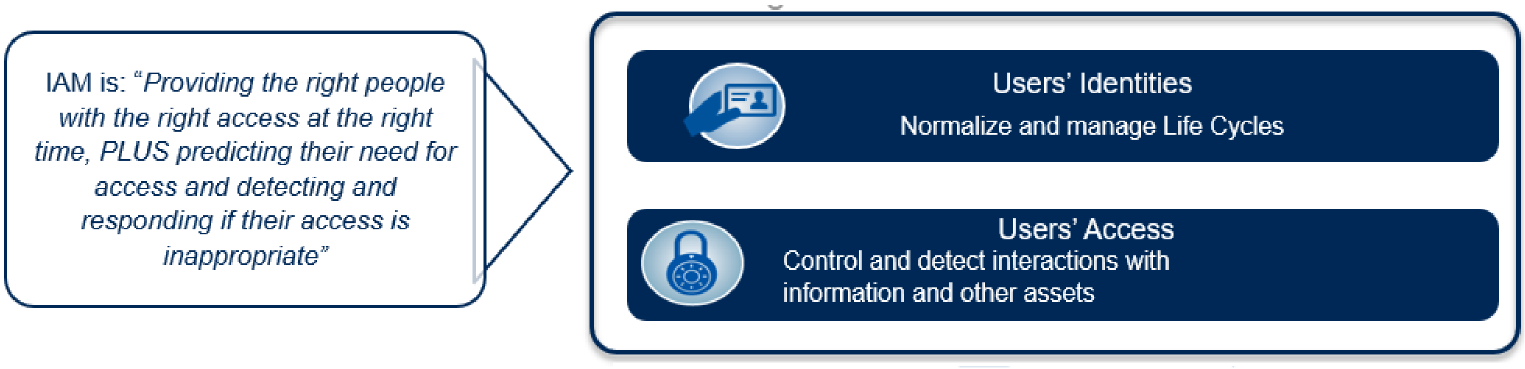
IAM Program Update

(Identity & Access Management)

ISAC September 08, 2021

Citizens
Property Insurance Corporation

BACKGROUND



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

Gartner Engagement Summary

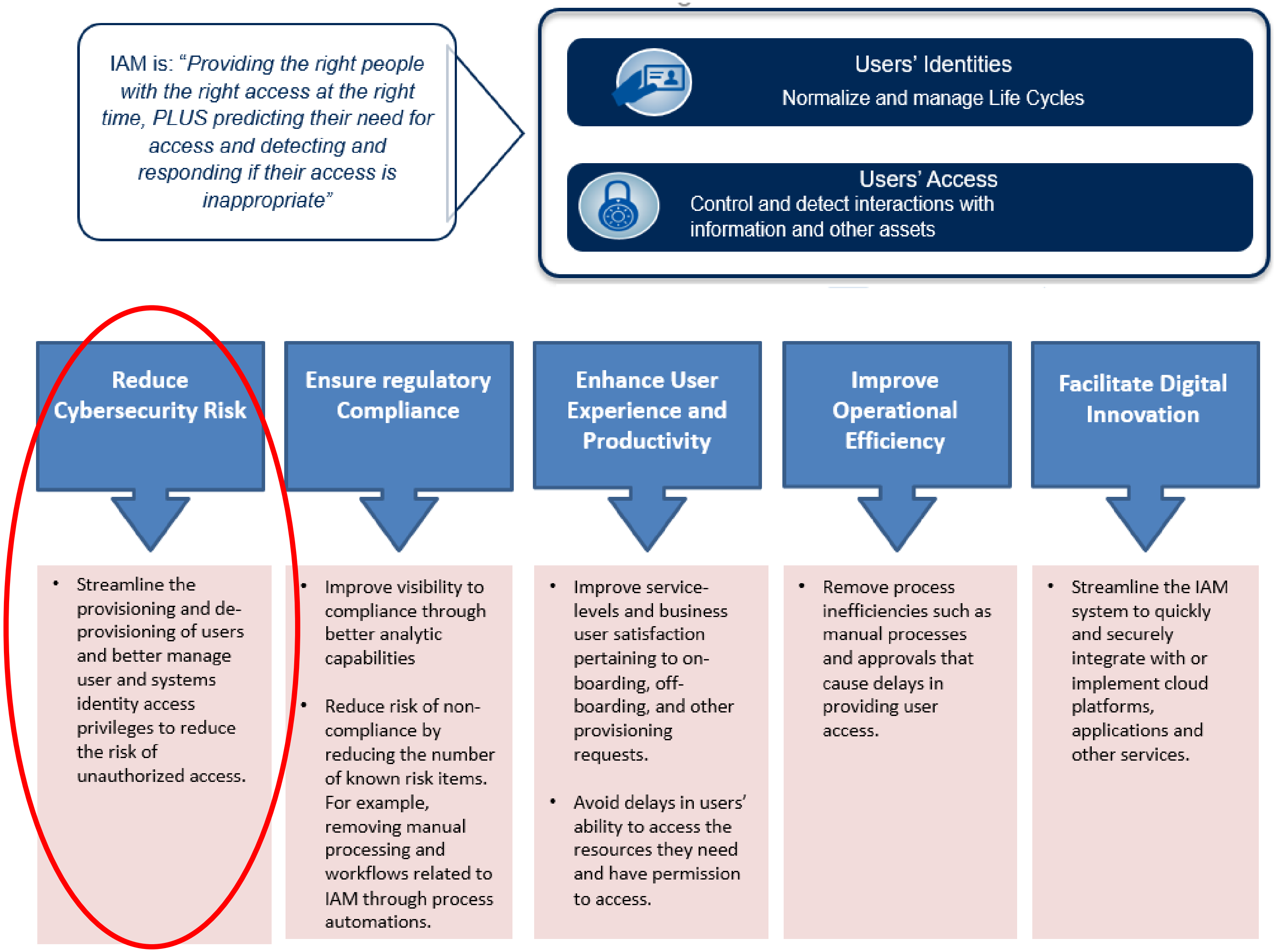
- 12-week engagement with 3 deliverables: 1) Strategy Validation 2) Gap Analysis with Recommendations 3) Implementation Roadmap
- Five (5) initiatives identified for implementation across the following 3 key functional areas:
  - Authentication – The act of validating that users are who they claim to 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

Implementation Approach

- Ongoing checkpoints every 12-18 months due to the quickly evolving IAM industry/landscape and related tools
- Kelly Booten is the Program Sponsor; Robert Sellers is the Program Owner; the Steering Committee for the program is the ITSC (IT Steering Committee), which is comprised of the Executive Leadership Team
- Program updates have been provided regularly at ISAC and the BOG meetings

BUSINESS OBJECTIVES

"Identity is the new perimeter"



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Users' Identities
Normalize and manage Life Cycles

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Reduce Cybersecurity Risk

- Streamline the provisioning and de-provisioning of users and better manage user and systems identity access privileges to reduce the risk of unauthorized access.

Ensure regulatory Compliance

- 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.

Enhance User Experience and Productivity

- 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.

Improve Operational Efficiency

- Remove process inefficiencies such as manual processes and approvals that cause delays in providing user access.

Facilitate Digital Innovation

- Streamline the IAM system to quickly and securely integrate with or implement cloud platforms, applications and other services.

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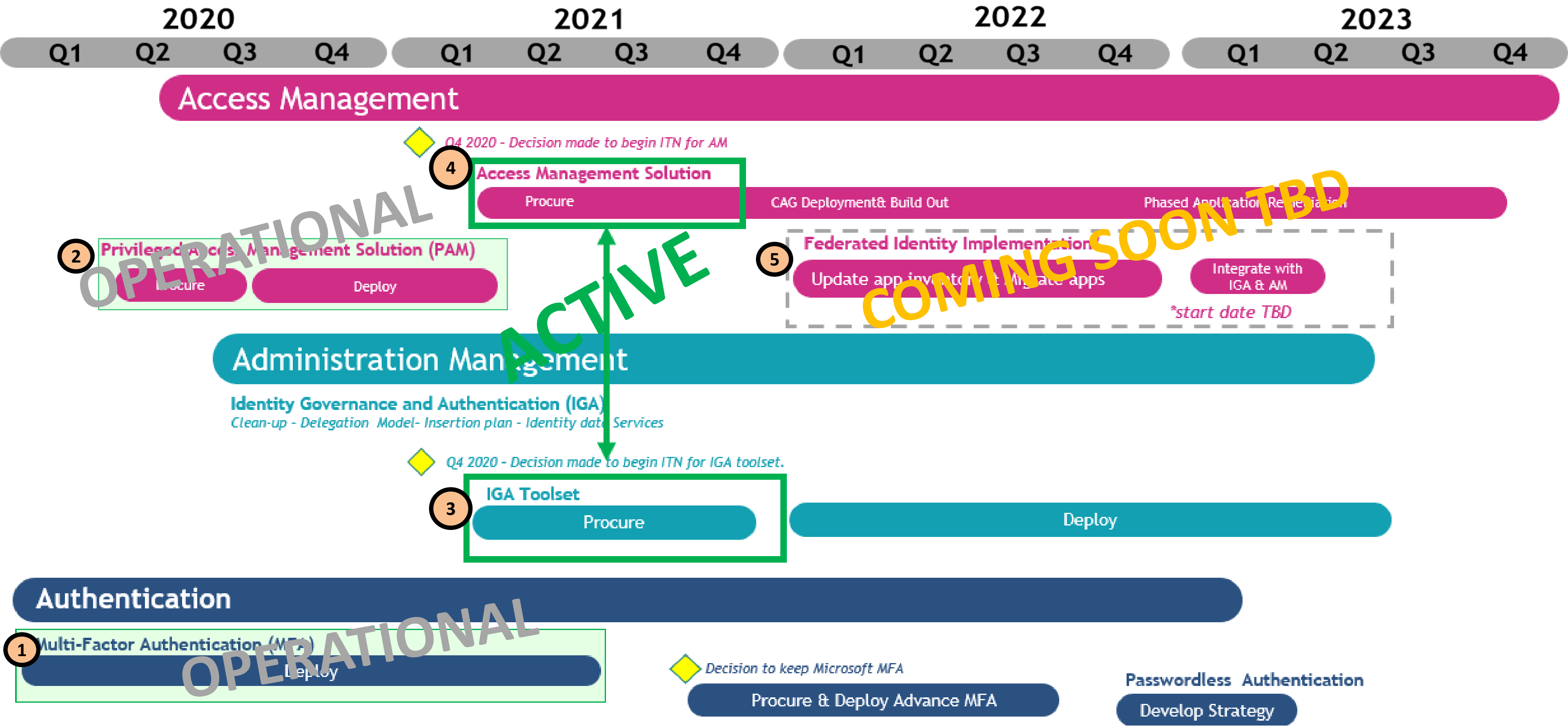
PROGRAM IMPLEMENTATION ROADMAP



2020 Q1 Q2 Q3 Q4 | 2021 Q1 Q2 Q3 Q4 | 2022 Q1 Q2 Q3 Q4 | 2023 Q1 Q2 Q3 Q4

Access Management

Q4 2020 - Decision made to begin ITN for AM

4 Access Management Solution: Procure | CAG Deployment& Build Out | Phased Application Remediation

2 Privileged Access Management Solution (PAM): Procure | Deploy

OPERATIONAL

ACTIVE

5 Federated Identity Implementation: Update app inventory & Migrate apps | Integrate with IGA & AM

**start date TBD*

COMING SOON TBD

Administration Management

Identity Governance and Authentication (IGA)

Clean-up - Delegation Model- Insertion plan - Identity data Services

Q4 2020 - Decision made to begin ITN for IGA toolset.

3 IGA Toolset: Procure | Deploy

Authentication

1 Multi-Factor Authentication (MFA): Deploy

OPERATIONAL

Decision to keep Microsoft MFA

Procure & Deploy Advance MFA

Passwordless Authentication: Develop Strategy

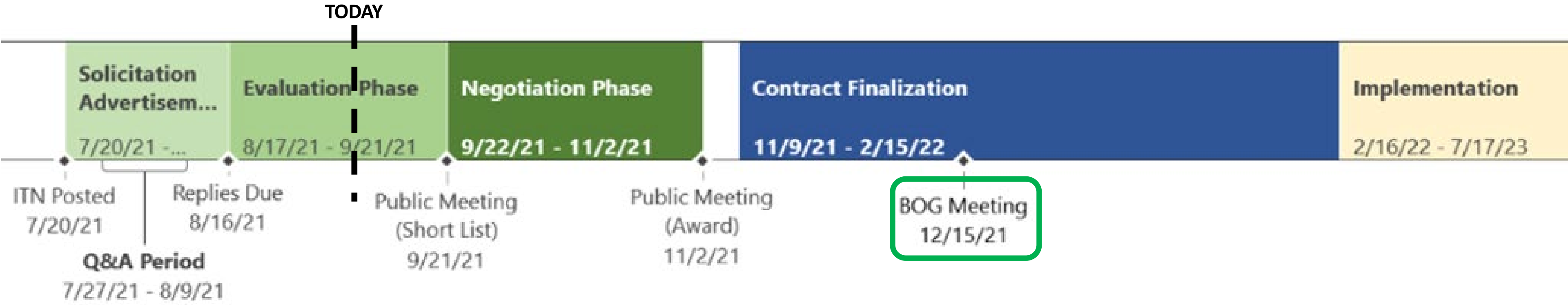
COMMENTARY: **(SEE REFERENCE SECTION FOR INITIATIVES' DESCRIPTIONS)**

- 1 MFA and 2 PAM are operational, with ongoing value delivery
- 3 IGA Toolset and 4 AM Toolset were combined into one solicitation, currently underway
- 5 Federated Services is not yet active and may not be needed, depending on the selected IGA/AM toolset

IGA/AM Solicitation Update

(Identity Governance & Administration, Access Management, and Related Products)

Active ITN 21-0018:



TODAY

Solicitation Advertisem...
7/20/21 -...

Evaluation Phase
8/17/21 - 9/21/21

Negotiation Phase
9/22/21 - 11/2/21

Contract Finalization
11/9/21 - 2/15/22

Implementation
2/16/22 - 7/17/23

ITN Posted
7/20/21

Replies Due
8/16/21

Q&A Period
7/27/21 - 8/9/21

Public Meeting
(Short List)
9/21/21

Public Meeting
(Award)
11/2/21

BOG Meeting
12/15/21

- *The Evaluation Phase is underway with 15 vendor responses*
- *The ITN is on track for Q4 2021 ISAC contract award presentation followed by BOG approval*
- *Implementation duration is projected at 18-24 months, with a phased delivery approach expected*

Transparency Note:

- *The original ITN, slated for September BOG approval, was cancelled on June 30th and reissued on July 20th as the above ITN*
- *The reissuance was to remove unnecessarily restrictive criteria in order to broaden competition*
- *The reissuance was vetted with and supported by Purchasing, Legal, and Program Sponsors*
- *The net timeline impact is approximately 2 months; implementation now slated to start in February 2022 vs. mid-December 2021*

REFERENCE MATERIAL

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PROGRAM INITIATIVES' OVERVIEW

1 MULTI-FACTOR AUTHENTICATION (MFA) IMPLEMENTATION

- *DESCRIPTION:* A security enhancement that requires two pieces of evidence (or factors) to prove user identity when logging into an account. Existing Microsoft products are being used for MFA deployment.
- *BUSINESS VALUE:* MFA provides the baseline security recommended for cloud services that enables secure, risk-based access capabilities and positions us to provide access to Office 365 and other cloud applications and features.

2 PRIVILEGED ACCESS MANAGEMENT (PAM) TOOL, PROCUREMENT AND IMPLEMENTATION

- *DESCRIPTION:* A solution that delivers capabilities for controlling access to critical information assets and systems above and beyond what any normal business user will have but may be needed to conduct business.
- *BUSINESS VALUE:* Allows IT and Security teams to standardize practices for implementing a risk-based approach and enhances controls for managing privilege user accounts, so access is granted on an as-needed basis.

3 IDENTITY ADMINISTRATION AND AUTHORIZATION (IAA) TOOL, PROCUREMENT AND IMPLEMENTATION

- *DESCRIPTION:* An enterprise-class toolset and processes that support identity lifecycle management, policy enforcement and reporting and attestation.
- *BUSINESS VALUE:* Supports best practices for centrally-managed provisioning of access to all IT assets and fulfills audit requirements to track, report and validate individual access.

4 ACCESS MANAGEMENT (AM) TOOL, PROCUREMENT AND IMPLEMENTATION

- *DESCRIPTION:* Provides an aggregation point that allows authentication against multiple protocols, provides security and provides the end-users with reduced sign-on.
- *BUSINESS VALUE:* Provides centralized control over authentication mechanisms for all critical applications and improves the efficiency of authentication and authorization control processes.

5 FEDERATED SERVICES, IMPLEMENTATION

- *DESCRIPTION:* Enforce access management policy and validate federation processes through a program of regular and periodic review, maintenance, update, and audit
- *BUSINESS VALUE:* Provides centralized, standards-based access to cloud/SaaS resources via secure protocol. Reduces risk of users having accounts operating outside of centrally managed IAM solutions.