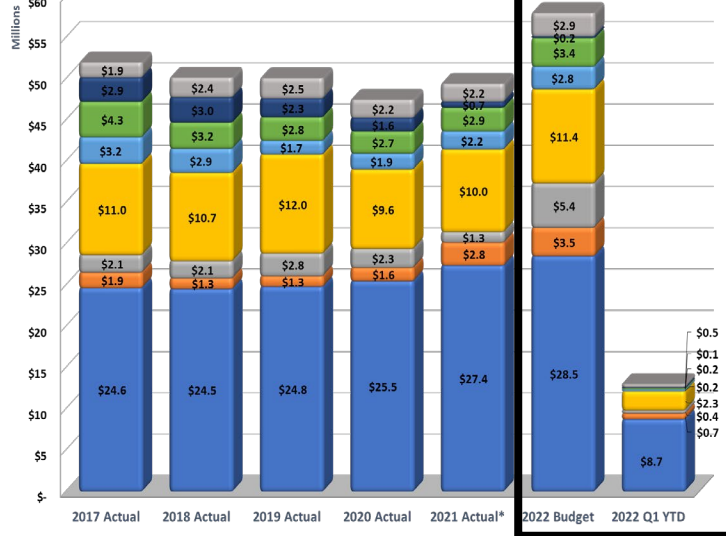


Chief Operating Officer Update

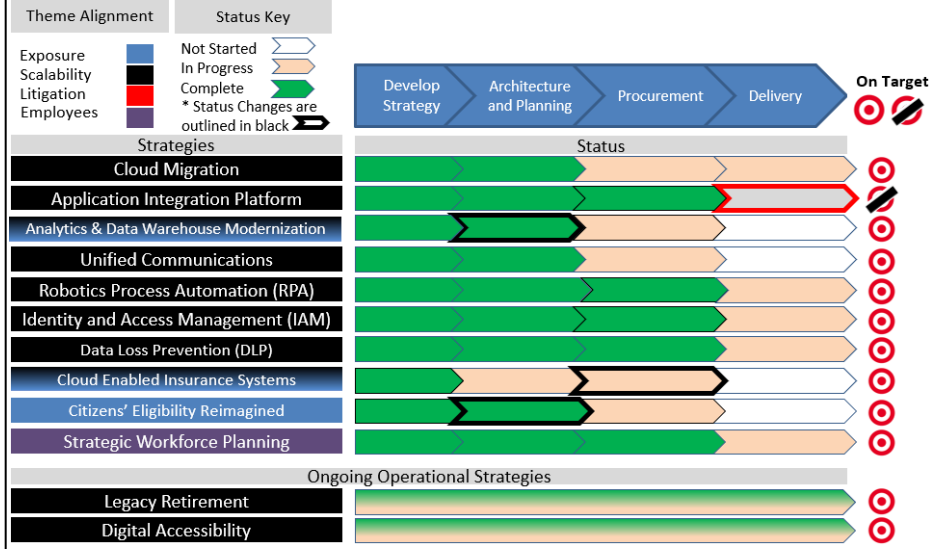
Kelly Booten
Chief Operating Officer



IT Finance



Top Technology Strategies & Alignment to Themes



Resiliency

IT Resiliency Readiness & Assurance	Current Readiness State	2022 Readiness Activity				Readiness %	On Target
		Items Tracked	Open Critical*	Open Non-Critical*	Complete		
IT Catastrophe Response Preparedness	90%	139	2	24	113	90%	🎯
IT Infrastructure & Systems Resiliency Preparedness	100%	233	-	-	233	100%	🎯
PIF Increase Scenario Planning	Assessment Phase	288	N/A	N/A	244	85% Complete	🎯

*Criticality categorization occurs for CAT Response Readiness May 1 as part of management escalation. %'s include items in progress/near completion.

Risk and Security

IT SECURITY RISK PROFILE			
MITIGATION EFFORTS	RISK LEVEL	RISK CATEGORIES	TREND
🎯 On Target	High	0	↔
	Medium	5	↔
	Low	5	↑
Total Number of Risk		10	↑

Integration Platform as a Service (IPaaS)

ISAC Update – June 8, 2022

Aditya Gavvala, VP – IT Services & Delivery

09'21

01'22

03/25/22

05/04/2022



- ITN awarded to Oracle / AST

- Project kicked off on 01/10/2022
- Training, Platform Blueprints, Best Practices, and Migration Plans developed.
- A cloud tenant is established
- Governance is established
- 17 integrations were migrated.
- A technical limitation in the product was encountered in early March.
- Team began the dialog with the Product Vendor immediately exploring the alternatives.

- Vendor suspended work at Citizens' request.
- Project team uncovered additional potential shortcomings based on the official product documentation.

- Notice of Termination without cause was sent to AST.
- IT is coordinating with Citizens' Vendor Management and Purchasing team as well as the Office of General Counsel to close out this matter with the vendor.

Items Delivered by AST (until suspension)

- Platform blueprints & detailed design
- Platform Tenant Provisioning
- Platform Admin and Best Practice Guidelines
- Developer and Admin Training
- Design, development and Test of 10* integrations in OIC

Implementation Spend – AST (until suspension) : \$194.5K


Platform Spend- Oracle (until suspension) : \$7K

Impacts of IPaaS project termination

- CSX datacenter contract impacts
- Cloud migration of Citizens applications
- Insurance Suite in the Cloud initiative

Next Steps

- Continue with the current state of the software in 2022 (budgeted and approved)
- Analyze alternate options in 2022. Bring a proposal to the committee in December 2022.



2022 Catastrophe Readiness
ISAC Update – June 8, 2022
Robert Sellers, CTO

IT Catastrophe Response Preparedness	Current Readiness State	Items Tracked	Open Critical	Open Non-Critical	Complete
As of May 24 th , 2022	90%	139	2	24	113

	Readiness & Assurance Categories	Nbr of tasks
1	Claims Systems/Processing	20
2	Independent Adjusters and Firms - On-Boarding & Account Management	9
3	Claims Enterprise Reporting for claims mgmt. – data delivery, presentation	4
4	Storm Event Exposure Analysis	2
5	Communications – Communication networks and collaboration tools readiness	16
6	Systems environment Readiness Validations/Load Testing/Training/Production	6
7	Technical Teams Deployment Support – Personnel and Technology	7
8	Event Command and Control Readiness – Overall Event Management	2
9	Field Services Readiness – Trailers, Technology and other Equipment	25
10	CRC Readiness Logistics – Personnel, Training and Supporting Services readiness	5
11	Readiness Exercises (All areas)	4
12	Facilities Management Support – Security, Badging, Physical facility support	5
13	Vendor Management Office – Contract and Vendor management support services	5
14	Human Resources – Training Systems & Emergency Communications	8
15	Strategy and Planning – Event Metrics and Enterprise Reporting Services	2
16	CLEA Readiness – Enterprise Communications and Legislative Affairs Services	7
17	Enterprise Resiliency Organization – Overall Event Readiness and alternative plans	3
18	CAT Response Logistics (Plans) – 2022 Overall response services – Internal/3 rd Party	9
**	Cumulative CAT Prep Assurance Totals	139

- Catastrophe response planning is an enterprise-wide collaboration with all departments at Citizens
- The IT plan confirms responsibilities and ensures technology readiness while establishing the IT technology and operational framework for a Citizens' response
- The IT Enterprise Resiliency group is responsible for the planning, testing and coordination for technology related deliveries.

Remaining Critical Items

Final Production Readiness

- Production Capacity Management
- Final Production Readiness Confirmation

2022 Catastrophe systems load testing scheduled to completed and confirmed by June 10th.

2022 Storm Season Citizens is Technology Ready

