Information Systems Advisory Committee Meeting

August 30, 2022

10:00 a.m. Eastern
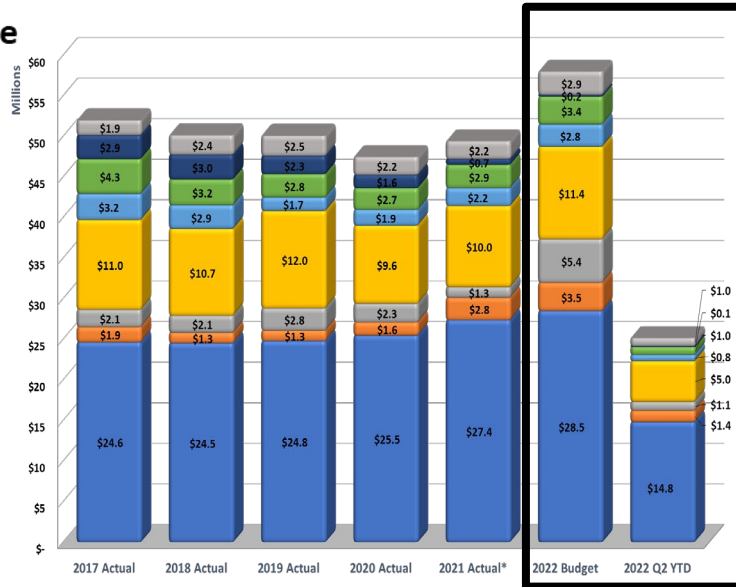
Chief Operating Officer Update
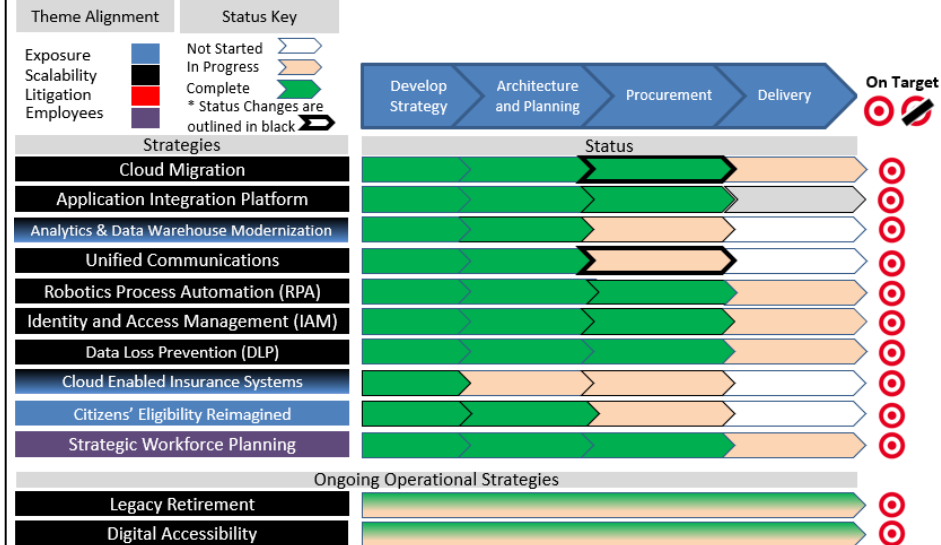Kelly Booten, Chief Operating Officer

CITIZENS
PROPERTY INSURANCE CORPORATION

IT Finance

Millions

	2017 Actual	2018 Actual	2019 Actual	2020 Actual	2021 Actual*	2022 Budget	2022 Q2 YTD
Other	$1.9	$2.4	$2.5	$2.2	$2.2	$2.9	$0.1
Depreciation	$2.9	$3.0	$2.3	$1.6	$0.7	$0.2	
Telecommunications	$4.3		$2.8		$2.9	$3.4	$1.0
Hardware & Maint	$3.2	$3.2	$1.7	$2.7	$2.2	$2.8	$1.0
Software Maint & License	$11.0	$10.7	$12.0	$9.6	$10.0	$11.4	$5.0
Professional Services	$2.1	$2.1	$2.8	$2.3	$1.3	$5.4	$1.1
Staff Augmentation	$1.9	$1.3	$1.3	$1.6	$2.8	$3.5	$1.4
Full Time Staffing Costs	$24.6	$24.5	$24.8	$25.5	$27.4	$28.5	$14.8

(additional values shown: 2019 $2.9, 2020 $1.9, 2022 Q2 YTD $0.8)

Top Technology Strategies & Alignment to Themes

Theme Alignment		Status Key	
Exposure	▮ (blue)	Not Started	▷
Scalability		In Progress	▶ (black)
Litigation		Complete	▶ (green)
Employees		* Status Changes are outlined in black	⇨

Develop Strategy → Architecture and Planning → Procurement → Delivery   **On Target** ◎ ⊘

Strategies / Status

Strategy	On Target
Cloud Migration	◎
Application Integration Platform	◎
Analytics & Data Warehouse Modernization	◎
Unified Communications	◎
Robotics Process Automation (RPA)	◎
Identity and Access Management (IAM)	◎
Data Loss Prevention (DLP)	◎
Cloud Enabled Insurance Systems	◎
Citizens' Eligibility Reimagined	◎
Strategic Workforce Planning	◎

Ongoing Operational Strategies

	On Target
Legacy Retirement	◎
Digital Accessibility	◎

Resiliency

IT Resiliency Readiness & Assurance	Current Readiness State	2022 Readiness Activitiy					On Target
		Items Tracked	Open Critical*	Open Non-Critical*	Complete	Readiness %	◎ ⊘
IT Catastrophe Response Preparedness	100%	140	-	-	140	100%	◎
IT Infrastructure & Systems Resiliency Preparedness	100%	233	-	-	233	100%	◎
PIF Increase Scenario Planning	Assessment Phase	244	N/A	N/A	244	100%	◎

Risk and Security

IT SECURITY RISK PROFILE

MITIGATION EFFORTS	RISK LEVEL	RISK CATEGORIES	TREND
◎ On Target	High	0	↔
	Medium	6	↑
	Low	4	↓
Total Number of Risk		10	↔