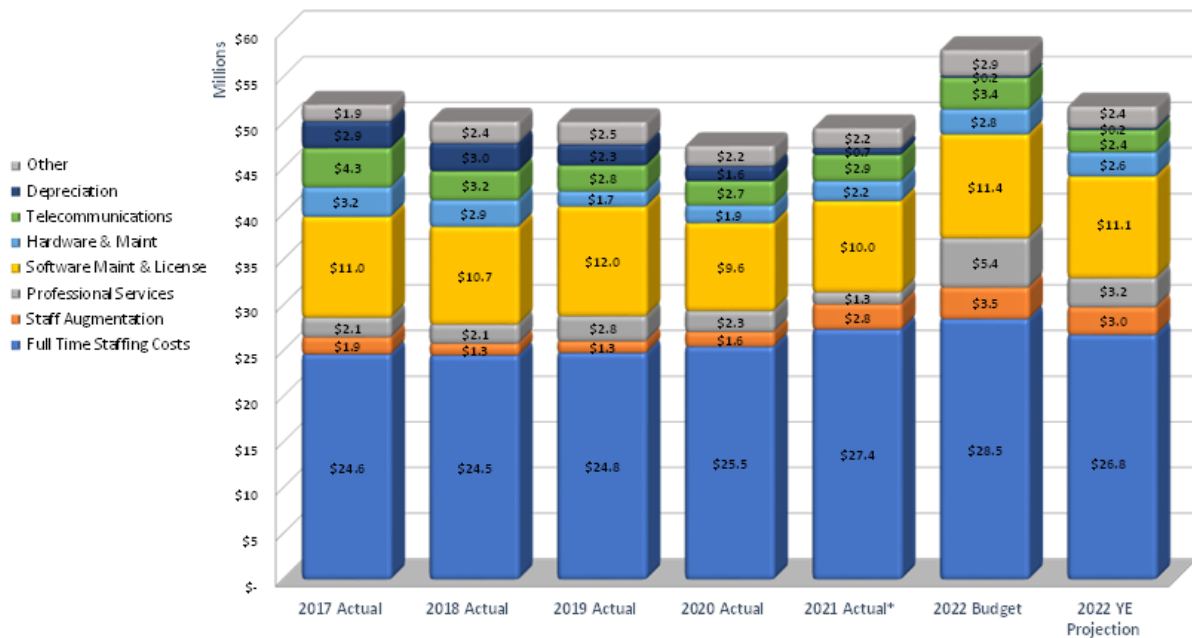# Executive Summary

Information Systems Advisory Committee Meeting, November 29, 2022

Chief Operating Officer Report

Information Technology Financials

2022 IT Budget to Actuals

Key Strategic Initiatives

➢ Enterprise Integration Platform as a Service - strategy presentation Nov 29, 2022 ISAC.

➢ Analytics & Data Warehouse Modernization – Solicitation is in the Proof-of-Concept Phase, public award date set for June 2023, Board approval Sept 2023, implementation in 2024.

➢ Unified Communications – Recommendation for ISAC approval on Nov 29, 2022

➢ Identity & Access Management – contract finalized and project kickoff completed in Q4. Implementation is estimated to be 15 months followed by a 3-month warranty

➢ Cloud Enabled Insurance Suite – Solicitation responses were due on Nov 1, 2022. 10 responses were received. The public meeting to advance vendors is scheduled for Jan 5, 2023.

➢ Citizens Eligibility Reimagined – The negotiation team is currently focused on refining proof of concepts with the top vendors, finalizing the solution architecture, and exploring the additional certified rater component. The public award meeting was moved to Jan 31, 2023.

Executive Summary

Information Systems Advisory Committee Meeting, November 29, 2022

Audit Findings Update

- ➢ Remaining open items from the prior Auditor General audit are scheduled to be closed by 12/31/2022. All items are security related.
- ➢ Applications & Infrastructure Standards Conformance Audit completed in August 2022
  - o Formally define and implement comprehensive information systems hardening standards and guidelines, due 6/30/23
  - o Reassess and recalibrate the Guidewire system access role design to conform with the principles of least privilege and segregation of duties, due 12/31/23
- ➢ Vulnerability & Patch Management Audit completed in October 2022
  - o Formally develop reporting of tracking and metrics around vulnerability and patch management, due 12/31/23
  - o Reassess penetration testing frequency based on risk assessment of the asset class, due 6/30/23

IT Hurricane Response

- ➢ Pre-Event
  - o Pre-Event Readiness Planning
  - o IT Catastrophe Operations Coordination & Staff Readiness
- ➢ Ian Event
  - o IT Catastrophe War Room – Technology Problem Triage and Resolution Activity
  - o Independent Adjuster Orientation Onboarding & Support
  - o Event Reporting Enhancements
  - o Inbound Technical Support Call Center activity
  - o Service Desk Inbound Incident Reporting activity
- ➢ Lee and Charlotte County Presence & Support
  - o Policyholder and Claims Response Vehicle Deployments and Support
  - o Claims Service Vehicle Deployment & Support

Executive Summary

Information Systems Advisory Committee Meeting, November 29, 2022