CICF Plan Details

The following represents a detailed flow of the Citizens ICF project roll out plan. In this schematic view we indicate that 28 process reviews have been completed. With these reviews the Control Support Team (CST), together with process owners, documented 62 key controls. During September this year the CST is assisting management with their first annual review and attestation, for those key controls that have been documented. Results of this review will be presented at the March 2017 Committee meeting (First annual report regarding the status of the control environment, to the Committee)

Key:
Not Started
In Progress
Completed
Delivery Date/Deadline

		2016							2017												2018					
Process Evaluations / Project Execution	**Stage of ICF Review / Project Progress**	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
Enterprise Governance - BOG and AC Oversight	Complete																									
Enterprise Governance - Risk and Divisional Committees	Complete																									
Enterprise Governance - Office of the Internal Auditor	Complete																									
Enterprise Governance - General Investigations	Complete																									
Enterprise Governance - Compliance Policy Enforcement Assurance	Complete																									
General Counsel - Claims & Litigation	Complete																									
General Counsel - Privacy & Information Classification & Handling	Complete																									
General Counsel - Competitive Solicitations	Complete																									
Finance & Accounting - Accounts Payable	Complete																									
Finance & Accounting - Cash Management	Complete																									
Finance & Accounting - Investment Performance	Complete																									
Actuarial & Risk - Actuarial Services & Product Development	Complete																									
Insurance - Commercial Underwriting	Complete																									
Insurance - Personal Underwriting	Complete																									
Insurance - Claims Operations (ClaimsCenter)	Complete																									
Insurance - Claims Litigation Support	Complete																									
Insurance - Claims Vendor Relationship Management	Complete																									
Insurance - CAT planning, response, execution	Complete																									
Insurance - Clearinghouse	Complete																									
Human Resources - Payroll	Complete																									
Human Resources - Compensation	Complete																									
Human Resources - Learning & Development	Complete																									
Human Resources - Recruitment & Contingent Staffing	Complete																									
Systems & Ops - Data Center	Complete																									
General Counsel - Claims & Litigation	Complete																									
Purchasing – Competitive Solicitation	Complete																									
Compensation	Complete																									
Claims Operations (ClaimsCenter)	Complete																									
Complaints & Communications	In Progress																									
2016 BU Annual Self Assessment / Corp Gov Testing	In Progress																									
Teammate CM Integration	In Progress																									
CICF Policy Development	In Progress																									
Investment Accounting	In Progress																									
Special Investigations Unit	Not Started																									
Claims Accounting	Not Started																									
Bonds Payable	Not Started																									
Reinsurance	Not Started																									
Strategy, Planning, and Continuous Improvement	On Hold																									
Vendor Management Office (Contracting & SOC-2)	Not Started																									
Ethics & Compliance Policy	Not Started																									
Market Services - Depopulation	Not Started																									
CICF Self-Assessment Training Development	Not Started																									
Non-Competitive Procurement	Not Started																									
Premium Collection, Remittance Processing	Not Started																									
Escheatment & Suspense Accounting	Not Started																									
Financial Close	Not Started																									
2017 BU Annual Self Assessment / Corp Gov Testing	Not Started																									
Commissions	Not Started																									
Business Continuity	Not Started																									
Enterprise Risk Management	Not Started																									
COBIT 5 Process/Control Mapping	In Progress																									
Disaster Recovery	Not Started																									
IT Security Administration	Not Started																									
SDLC	Not Started																									
Data Back-up & Recovery	Not Started																									
Job Scheduling	Not Started																									
Change Management	Not Started																									
General Logical Access	Not Started																									
ON-GOING/WRAP-UP:																										
Perform Quality Review	Not Started																									
Perform Control Remediation Testing	Not Started																									
Scoping & Plan Updates	Not Started																									
Unremediated Deficiency Assessment	Not Started																									
Control Maturity Level Assessment	Not Started																									
Report Delivery	Not Started																									