Information Systems Advisory Committee Minutes

☒ **ACTION ITEM**

☐ **New Contract**

☐ **Contract Amendment**

☒ **Other -** <u>Committee Minutes</u>

☐ **CONSENT ITEM**

☐ **Contract Amendment**

☐ **Existing Contract Extension**

☐ **Existing Contract Additional Spend**

☐ **Previous Board Approval**_____

☐ **Other**_____

Action Items: Items <u>requiring</u> detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

☐ **Move forward as Consent**: This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items <u>not requiring</u> detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Item Description	Information Systems Advisory Committee Meeting Minutes November 28, 2023
Purpose/Scope	Review of the November 28, 2023 Information Systems Advisory Committee Meeting Minutes to provide opportunity for corrections and historical accuracy.
Contract ID	N/A
Budgeted Item	☐Yes ☒No - Not applicable
Procurement Method	N/A
Contract Amount	N/A
Contract Terms	N/A
Committee Recommendation	Staff recommends the review and approval of the November 28, 2023 Information Systems Advisory Committee Meeting minutes.
Contacts	Aditya Gavvala, VP – Chief Information Officer

CITIZENS PROPERTY INSURANCE CORPORATION

Summary Minutes of the
Information Systems Advisory Committee Meeting
<u>**Tuesday, November 28, 2023**</u>

The Information Systems Advisory Committee (ISAC) of Citizens Property Insurance Corporation (Citizens) convened via Zoom webinar on Tuesday, November 28, 2023, at 10:00 a.m. (ET).

The following members of the Information Systems Advisory Committee were present:

    Jason Butts, Chair
    Joshua Becksmith
    Jamie Shelton
    Kelly Booten, staff

The following Citizens staff members were present:

Aditya Gavvala	Jennifer Montero	Robert Sellers
Barbara Walker	Jeremy Pope	Sarai Roszelle
Bonnie Gilliland	Jessica Chapman	Tim Cerio
Chris Jobczynski	Jimmy Kutter	Violet Bloom
Eric Addison	Raina Harrison	Wendy Perry
Jay Adams	Ray Norris	

Roll was called and a quorum was present.

1. <u>**Approval of Prior Meeting's Minutes**</u>

Chairman Butts: Thank you, everyone, for joining us this morning. I would like to throw out a special welcome to Governor Jamie Shelton. Thank you for joining us, and welcome to the Citizens' Board! It's great to have you and very excited that you are part of this committee. So, welcome to Citizens.

Governor Shelton: Thank you, Mr. Chairman.

Chairman Butts: I'd also like to welcome Governor Becksmith. Not a new face around but he's new to the committee. So, Governor Becksmith, thank you very much for serving on this committee. Look forward to your input.

Governor Becksmith: I appreciate it. Thank you.

Chairman Butts: Thank you. With that, I'd like to start off the meeting seeking approval for the prior meeting's minutes and would entertain a motion.

Governor Joshua Becksmith made a motion to approve the September 12, 2023, Information Systems Advisory Committee (ISAC) Minutes. Governor Jamie Shelton seconded the motion. All were in favor and the minutes were unanimously approved.

Chairman Butts: With that we'll move right along to Kelly Booten and the Enterprise Operations Overview.

2. <u>Chief Operating Officer Update</u>

Kelly Booten: Good morning. Governor Butts asked me to cover the purpose of the ISAC, and then I'm going to go into an update on a few of the IT accomplishments.

The purpose of the ISAC is to assist the Board in fulfilling its oversight responsibilities, in ensuring that information technology governance is fully integrated into enterprise governance and is effectively implemented. The Committee assures that the Board is appropriately informed on information technology matters and risks and provides the Board with timely recommendations on strategic plans and major technology investments. We've got a list of primary responsibilities in the charter, and we bring the charter to the committee once a year, typically in June.

We have kind of a rhythm going on some of the major highlights. So, in the June/July Board meeting, we typically cover the IT Strategic Plan and how it's aligned with our business and operational plan. In the September Committee meeting, we typically cover IT Risk, Security and Disaster Recovery. Robert always briefs us on that. Throughout the year we talk about projects, we bring forward action items, and also cover audits and audit findings. So, that's typically the types of activities that this committee covers.

For today, I wanted to cover, just mention some of the recent IT accomplishments underlying our most important business priorities. Most of these accomplishments took place or will take place in third quarter and fourth quarter of 2023. At the last meeting I focused on the largest initiatives, so today, these are a lot of the things that kind of happen behind the scenes and keep us running but are very important.

- We continue to move forward with our Identity and Access Management and Governance tool implementation with 3 major applications scheduled to go live in December, and then the remainder of those systems are going to go live throughout 2024.
- IT support has been integral to the depopulation functionality which has been very successful but very busy given the volume and frequency of assumptions lately. Every month we've had a lot of personal lines policies go out the door and recently we've turned our emphasis on commercial lines automation in preparation for a very possible February assumption. We'll know the fate of that by the end of this week.
- IT also supported CHIPS, which is our interim Clearinghouse solution. The Applied contract remains under negotiation, so IT support of this solution has been very important.
- The team has continued migration of environments to the cloud. There are just 4 systems remaining to be migrated to the cloud before CAT season next year, and at that point we'll shift our focus to migrating the Disaster Recovery Data Center to the cloud and reduction in the footprint in our on-prem data center.
- There has been system support for combining of accounts, rate implementations, and other legislative initiatives.
- The Enterprise Litigation Management System discovery has been ongoing with a lot of IT involvement.
- We've continued to automate the inspection solution and integrated our virtual inspection vendor.

- We've supported a transition of our payment vendor solution which has opened up features to policyholders, specifically credit card payments.
- We helped with the implementation of the Centerpoint Oracle Recruiting Cloud.
- We've continued implementation of Robotic Process Automation technology. One example of this is its usage in our inspection reordering process. Since that go-live, a robot has processed about 11,000 underwriting activities saving thousands of dollars in vendor spend and hundreds of hours in underwriting productivity. It will continue to reap more reward as we continue to increase our inspection program throughout next year.
- There are many other enhancements and performance tuning to stay ahead of the growth that we've experienced in the last few years.

So, those are the main highlights I wanted to mention at today's meeting before we go into our one action item. That concludes my report.

Chairman Butts: Thanks, Kelly. Any questions? Perfect. Aditya, you're up.

3. <u>Action Item</u>

   a. **Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 [AI]**

Aditya Gavvala: My name is Aditya Gavvala. I'm the CIO for the record. Today I would like to present the Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2 of the omnibus Action item to the committee.

Just a brief background about this action item for the benefit of the new committee members. Since 2009, Citizens has requested Board approval for the technology goods and services via an omnibus approach combining the approval of technology-related spend items through a single action item or a consent item at the December Board meeting. Based on a board member request made back in March 2020 at the Board of Governors meeting for additional lead time for item approvals, Citizens began taking a two-part approach to align with the Board member's request.

The Part 1 Action Item, which was approved at the committee back in September, primarily focuses on any anticipated spend from January to April of 2024, and Part 2, which is what's coming to approval today, is for any anticipated purchases from May through December 2024.

At the time part one was presented to the Committee back in September, the estimated total for Part 2 was $7.03 million dollars based on the information that was available at that time. The Action Item in Part 2 that we are seeking approval for today is $8.036 million dollars. The two major components that make up for the $1 million difference are the following: Number one is refreshing laptops that are nearing end of life, and number two is some additional software and services that we plan to procure next year for security and threat protection, solicitation management, capacity planning, print/output management solution, and for data warehouse.

This action item also requests approval for three additional Florida Department of Management Services approved contract sources for the previously approved Action Item Part 1. These three contracts were not included in the Action Item in September because the contracts were not yet available for DMS.

I'll take any questions at this time before proceeding to read the recommendation.

Chairman Butts: Were there any questions? There was detail in the notes that went out that had the long list of items, as Aditya said, as part of the over $1,000,000[1] spend, correct Aditya, in terms of line items. So, they were all there. Any questions?

Governor Becksmith: No, I appreciate the outline items on that, though. Thank you very much for the detail on it.

Chairman Butts: Aditya, do you want to go ahead and read the action item?

Aditya Gavvala: I will. Thank you. Staff proposes that the Information Systems Advisory Committee Review, and if approved, recommend the Board of Governors:
   a) Authorize the Technology Infrastructure, Software, and Professional and Staff Augmentation Services - Part 2 contracts for an amount not to exceed $8,036,124, as set forth in the action item;
   b) Authorize three newly available DMS Approved Contract Sources authorized for use under the previously approved Action item for Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 1, as set forth in this Action Item; and
   c) Authorize staff to take any appropriate or necessary action consistent with this action item.

Chairman Butts: Great, thank you. Is there a motion to approve?

Governor Jamie Shelton made a motion to approve the Technology Infrastructure, Software, and Professional and Staff Augmentation Services – Part 2 Action Item. Governor Joshua Becksmith seconded the motion. All were in favor, and the Action Item was unanimously approved.

Chairman Butts: Thank you very much. Aditya, Kelly, anything else?

Kelly Booten: No, that's all we have for today.

Chairman Butts: Great.

4. **New Business**

Chairman Butts: Great first meeting for Governor Shelton to attend. Hope everybody had a wonderful Thanksgiving last week with family and look forward to seeing everybody, it's next week, I think, in Sarasota for our Board meeting. So, hope everybody has a great day, and thanks again for joining. This meeting is adjourned.

(Whereupon the meeting was adjourned.)

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[1] Verbatim correction: Stated as 100,000