CICF Plan Details

The following represents a detailed flow of the Citizens ICF roll out plan. In this schematic view, we indicate that 26 process reviews have been completed. With these reviews the Control Support Team (CST), together with process owners, documented 66 key controls. This fall the CST is assisting management with their first annual review and attestation, for those primary controls that were documented in the prior year. 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 Reviews / Project Execution	**Stage of ICF Review / Project Progress**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**
BOG and AC Oversight	Complete																					
Risk and Divisional Committees	Complete																					
Office of the Internal Auditor	Complete																					
General Investigations	Complete																					
Compliance Policy Enforcement Assurance	Complete																					
General Counsel - Claims & Litigation	Complete																					
Privacy & Information Classification & Handling	Complete																					
Competitive Solicitations	Complete																					
Accounts Payable	Complete																					
Cash Management	Complete																					
Investment Performance	Complete																					
Actuarial Services & Product Development	Complete																					
Commercial Underwriting	Complete																					
Personal Underwriting	Complete																					
Claims Operations (ClaimsCenter)	Complete																					
Claims Litigation Support	Complete																					
Claims Vendor Relationship Management	Complete																					
CAT planning, response, execution	Complete																					
Clearinghouse	Complete																					
Payroll	Complete																					
Compensation	Complete																					
Learning & Development	Complete																					
Recruitment & Contingent Staffing	Complete																					
Data Center	Complete																					
Complaints & Communications	Complete																					
Investment Accounting	Complete																					
Teammate CM Integration	Complete																					
2016 BU Annual Self Assessment / Corp Gov Testing	**In Progress**																					
CICF Policy Development	**In Progress**																					
Special Investigations Unit	**In Progress**																					
Claims Accounting	**In Progress**																					
Bonds Payable	**In Progress**																					
Reinsurance	**In Progress**																					
Strategy, Planning, and Continuous Improvement	Not Started																					
Vendor Management Office (Contracting & SOC)	Not Started																					
Ethics & Compliance Policy	Not Started																					
Business Continuity	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																					
COBIT 5 Plan Development	**In Progress**																					
Job Scheduling	Not Started																					
IT Security Administration	Not Started																					
SDLC	Not Started																					
Data Back-up & Recovery	Not Started																					
Disaster Recovery	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	Continuous																					
Unremediated Deficiency Assessment	Not Started																					
Control Maturity Level Assessment	Not Started																					
Report Delivery	Not Started																					