**CITIZENS PROPERTY INSURANCE CORPORATION**

**Summary Minutes of the**
**Information Systems Advisory Committee Meeting**
**Tuesday, June 10, 2025**

The Information Systems Advisory Committee (ISAC) of Citizens Property Insurance Corporation (Citizens) convened via Zoom webinar on Tuesday, June 10, 2025, at 10:00 a.m. (ET).

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

Jason Butts, Chair
Jamie Shelton
Joshua Becksmith
John Vaughan
Aditya Gavvala, *staff*

**The following Citizens staff members were present:**

Barbara Walker
Bonnie Gilliland
Eric Addison
Joe Martins
Ray Norris
Tim Cerio
Tim Craig
Wendy Emanuelson

Roll was called and a quorum was present.

## 1. Approval of Prior Meeting's Minutes

**Chair Jason Butts:** Good morning, everyone. Thank you for joining the meeting today. It's great to see everyone. We'll get started and I'll entertain a motion to approve the last meetings Minutes.

**Governor Jamie Shelton made a motion to approve the November 19, 2024 Information Systems Advisory Committee (ISAC) Minutes. Governor Joshua Becksmith seconded the motion. All were in favor and the minutes were unanimously approved.**

**Chair Jason Butts:** Thank you. With that we'll get right over to Tim Craig. Tim, you're up.

## 2. IT Security & Risk Update

**Tim Craig:** Good morning and thank you for the opportunity to present to you all this morning. If you want to go ahead and roll the deck to the first slide, please.

I have been here a little over 6 months, and during my time here I have had an opportunity to evaluate different processes. We looked at people, process, and technology, looking at the Information Security Team and the current makeup, looking at our Information Technology team and the various technologies that we use, and we had an opportunity to have key stakeholder introductions to become aware of various people processes and what is managed currently here at Citizens.

I did a SWOT analysis of the team and security function through various conversations throughout IT and the business unit leadership, as well as the Office of Internal Audit and Enterprise Risk.

Then, of course, trying to understand our current landscape here at Citizens and looking at the cyber threats across the insurance industry. We're currently modeling over to the NIST Cyber Security Framework, and we created a security technology reference architecture diagram which outlines from a visual standpoint the security technology we have in place and the various controls we have throughout the organization. Next slide.

Current implementations or evaluations over the first 6 months of the year. We looked at the governance, risks, and compliance feature set that we have here. We wanted to look at a different cyber security service or subscription service to make sure we could evaluate our threats, get current information on the security landscape, and basically have tools available to us for decision making against those risks. We are currently in the process of evaluating a Risk Management Platform in line with what Enterprise Risk Management and the Office of Internal Audit are using, as well as our Compliance office, to make sure that we have a single pane of glass for collaboration and reporting of a risk across our enterprise.

We also looked at pen test services. One of our evaluations for this year that was budgeted for in 2024 and implemented in 2025 was Pen Testing as a Service so we can continuously test our security posture across the organization. We are looking to do a purple team assessment, and what that will help us do is evaluate our current ability, the controls, alerts, monitoring, and reporting, that we have in place for the team.

Looking at data governance is another key tenant. We wanted to make sure we had data classification; we have some tools out there that help to classify, identify, and find data. Data discovery and data loss prevention - looking at the tools and controls that we have in place to help protect or manage data from leaving the organization.

Lastly, Identity and Access. We want to look at the Identity Governance Controls application that we use across the organization and how we can better manage that in collaboration with IT. We're looking at password management for privileged accounts, and then multi-factor authentication for the organization and how we can better enable our employees while maintaining access, control, and security as well. Next slide.

Future strategies for later this year and for 2026. We want to focus on our Endpoint security, looking at a holistic approach towards endpoint; how we can manage, alert on and report on, various controls and applications at the endpoint layer for our employees and IT, as well as Exposure and Inventory Management, looking at vulnerabilities. How does our vulnerability structure work? How do we best manage our asset inventory for the organization?

Data and Application Security, looking at the various applications we have across the enterprise and making sure that we have a solution that can help discover data across the application stack for the entire organization and enterprise.

Lastly, Identity and Access Management. We want to look at an enterprise tool that might help our employees with a little bit more of a frictionless approach towards access to applications, so we will be looking at a password management solution down the road. Next slide.
So, to recap on Future Strategy and Action Plan, we have taken the time to develop a strategy and action plan, which we are in the process of finalizing now, using some framework to evaluate

our current space. We looked at current versus target maturity using the NIST Cyber Security Framework, that's the major framework that we want to use here at Citizens. From that, we will develop a strategy needs and timeline to reach that target maturity based on our initial scores; whether we need more people, evaluate people, look at process and how we can improve process through automation or technology to help us down the road if we have any potential gaps that would help move us towards that target maturity. Then we want to communicate that plan and strategy to key internal stakeholders to make sure that we have buy-in on the strategy and action plans. That will take place in the June-July timeframe. Then we will come back to the committee here in September, to communicate that plan, provide the specific budgetary ask on where we want to go, and then seek approval from the committee. Next slide.

That completes the presentation. I will open the floor to any questions that may be out there.

**Chair Jason Butts**: Tim, it doesn't look like we have any questions, just one from me. I'm interested to find out on where you stand right now. Do you have a really good handle? All of the analysis is now complete. So now it's the "figuring out what to do next" stage. Is that accurate or are you still going through your SWOT Analysis?

**Tim Craig:** No, we're in the next phase to your point. We're ready to put forth the plan and then start to seek direction and approval to execute on the plan. So, we've gone through our analysis to date.

**Chair Jason Butts:** Okay, any glaring issues that came up, or any concerns that needed to be immediately addressed in the analysis?

**Tim Craig:** No, I think organizationally we have a good baseline. Now, it's just an aspect to go through and see what the key areas are that we can improve upon with low hanging fruit or quick action, and then what are some long-term plans that can help us incrementally achieve maturity over time, so nothing glaring at this point.

**Chair Jason Butts:** Great. Thank you. Any other questions.

**Governor Jaime Shelton**: Not here, Mr. Chairman.

**Chair Jason Butts:** Great. Thank you.

**Tim Craig:** Thank you.

**Chair Jason Butts:** So, with that, Tim, what's next? There's no action item on this? Or Aditya, does it goes over to you?

### 3. New Business

**Aditya Gavvala:** Chairman, there are no action items for this go-round. We'll be bringing our Omnibus Action Item Part One to the September Board, and we'll also provide an update on the IT Strategic Plan at the next meeting, but there are no action items this time.

**Chair Jason Butts:** Great thanks. Any other updates?

**Aditya Gavvala**: No, that's pretty much it from our side.

**Chair Jason Butts:** May be the shortest committee meeting of all time.

**Aditya Gavvala**: That's a record, for sure.

**Chair Jason Butts:** All right perfect. If there are no other questions, and seeing none, we will adjourn for today. Thank you. Look forward to seeing everybody in a couple of weeks.

**Aditya Gavvala:** Thank you.

**Chair Jason Butts:** Take care, everyone.

(Whereupon the meeting was adjourned.)