Office of the Internal Auditor

Engagement Report

May 2025

System Integrations

CITIZENS
PROPERTY INSURANCE CORPORATION

Table of Contents: **Page**

Executive Summary

AUDIT **REPORT**

Executive Summary

Background

Citizens increasingly relies on various system integrations to enable communication between the on-premises and cloud to cloud applications that support its business processes. Management has implemented the Jitterbit integration platform to modernize application programming interfaces (APIs). Jitterbit is an integration software as a service (SaaS) solution that enables seamless connection between applications, data, and systems across cloud, on-premises, and hybrid environments. It is designed to facilitate API management, data transformation, and process automation. It supports the ongoing flagship cloud computing implementations, including Citizens Business Insurance Suite, Enterprise Litigation Management System and Citizens Reimagined.

Objectives and Scope

The audit focused on understanding and evaluating the operational integrity and security of Citizens' system integration processes. We placed emphasis on identifying the key risks and assessing the adequacy of controls that support secure and efficient integration. The review also examined how Citizens' integration practices align with leading standards from the open worldwide application security project (OWASP) API security project.

These areas were included in the scope:
- Authentication & encryption
- Secure coding & scanning
- Access to sensitive business flows
- Privileged access, security configuration and credentialing
- API inventory, change management in Rally and segregation of duties
- Operational and security monitoring procedures and systems
- Data classification & loss prevention

Audit Results

Following the completion of Internal Audit's planning and insight into the population of APIs managed through the Jitterbit platform, a random sample of APIs was selected for review. Internal Audit also verified the existence and effectiveness of controls recommended by leading practices and prescribed by Citizens' governing documents. Internal Audit identified three findings that were discussed and agreed upon with management.

Internal Audit confirmed that the IT teams are responsible for proactively monitoring Jitterbit and API performance daily. The IT teams also consistently report incidents to the ServiceNow IT service management platform. Management also proactively worked with the vendor to mostly resolve a segregation of duties challenge whereby developers had unrestricted administrative access to Jitterbit. This is now separated between developers and system administrators, except for IT management. IT successfully transitioned from Oracle Fusion to Jitterbit to facilitate modernization towards a cloud-centric SaaS solution for integration. Information Security & Risk has included Jitterbit as a mission-critical platform in its resiliency planning processes.

In addition to the findings above, Internal Audit proposed implementing additional control activities may further improve the control environment, which have been discussed with management.

We thank management and staff for their cooperation and professional courtesy throughout this engagement.

2025-IA-07: System Integrations

Distribution

Addressee(s): Ravi Tadiparthi, Director – Application Development
Bishwas Khanal, Manager – System Application Development
AJ Jain, Director – IT DevOps and Software Quality Assurance
Wendy Emanuelson, Director – Information Security
Rich Nay, Manager – Information Security
Anne Frank, Manager – Information Security
Keri Dennis, Assistant Director – Vendor Relationship Management

Business Leaders:
Tim Cerio, President/CEO/Executive Director
Aditya Gavvala, Chief Information Officer
Brian Newman, Chief Legal Officer & General Counsel
Tim Craig, VP – Chief Information Security Officer
Jennifer Montero, Chief Financial Officer
Spencer Kraemer, Sr Director - Vendor Management & Purchasing
Jeremy Pope, Chief Administrative Officer
Mark Kagy, Inspector General

Audit Committee:
Jamie Shelton, Citizens Audit Committee Chair
Carlos Beruff, Citizens Audit Committee Member and Chairman of the Board
Frank White, Citizens Audit Committee Member

Following Audit Committee Distribution:
The Honorable Ron DeSantis, Governor
The Office of the Chief Financial Officer
The Honorable James Uthmeier, Attorney General
The Honorable Wilton Simpson, Commissioner of Agriculture
The Honorable Ben Albritton, President of the Senate
The Honorable Daniel Perez, Speaker of the House of Representatives

Performed by Mark Giardino & Peter Schellen, Internal Audit Managers.
Under the Direction of Kyle Sullivan, Asst Dir - Internal Audit.