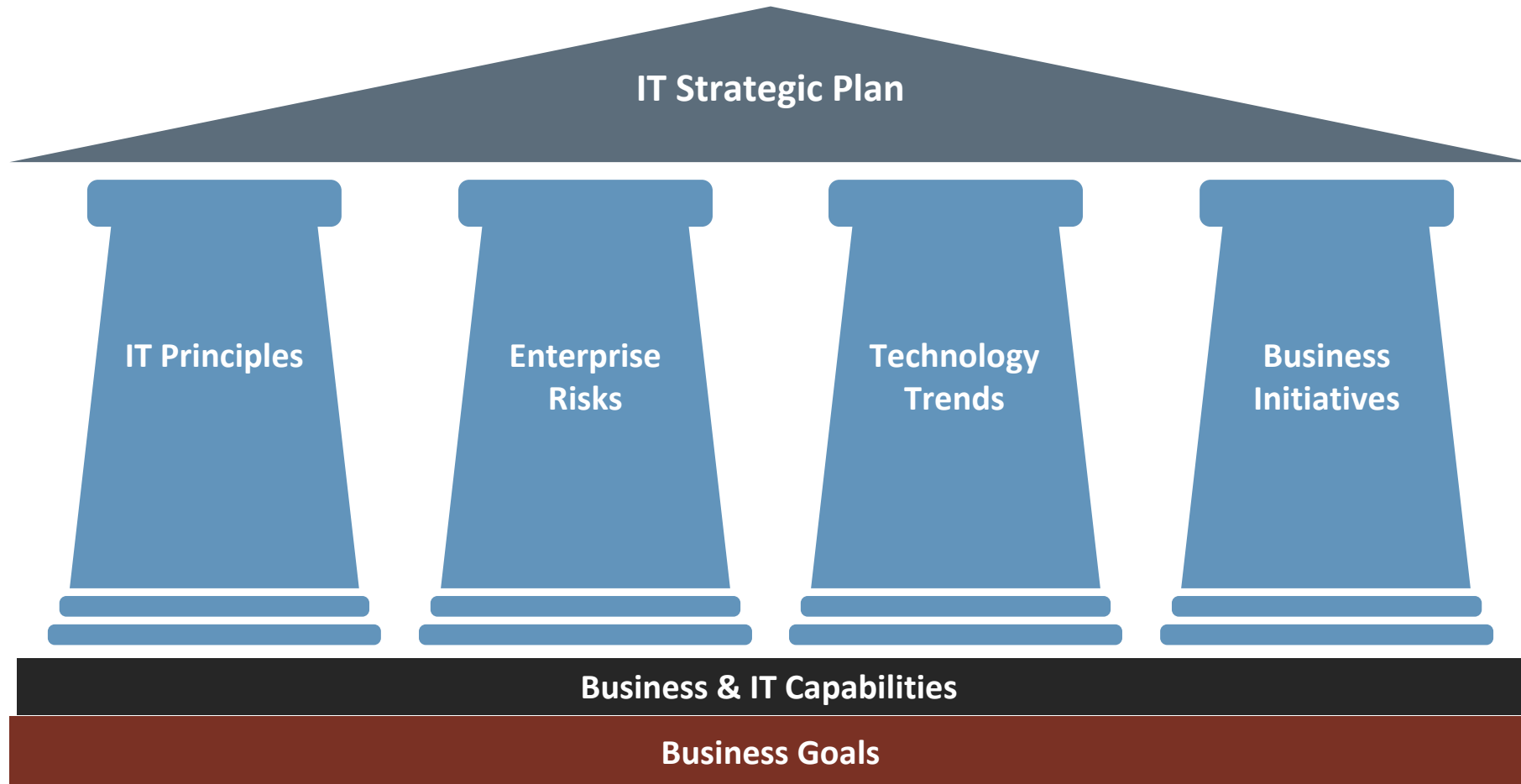


IT Strategic Plan Update

Aditya Gavvala, Chief Information Officer



Strategic Plan



InfoTech research was used as the baseline for the IT Strategic Plan.

Business Goals

Depopulation

Promote depopulation and optimize access to private-market coverage for Citizens' applicants and policyholders

Customer Experience

Understand and enhance the customer experience by soliciting feedback, gauging satisfaction, and optimizing service capabilities and touchpoints.

Emergency Assessments

Reduce or eliminate the risk of emergency assessments for Citizens' policyholders and all potentially impacted Florida policyholders.

IT Goals

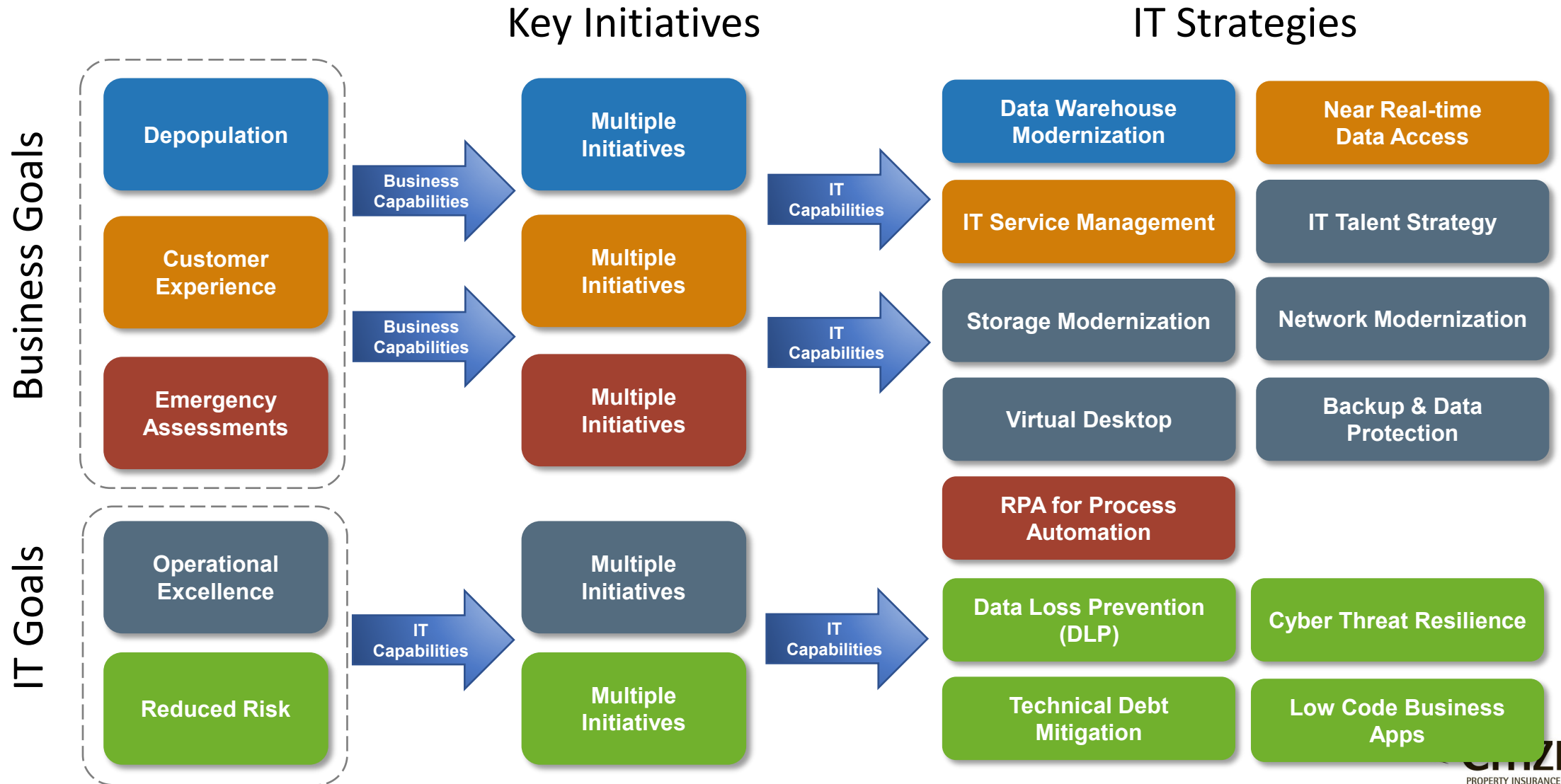
Operational Excellence

Run business operations with cost optimized, resilient, compliant and risk mitigated technical infrastructure.















Reduced Risk

Protect IT systems and infrastructure against security threats.


Aligning Business Goals with IT Strategies




IT Strategies – Status

Strategy	Develop	Approvals	Execution	Refinement	Current Status	Noteworthy Accomplishments
 Data Warehouse Modernization					DEVELOP	
 Near Real-time Data Access					COMPLETED	Deployed Guidewire DataStudio for real-time metrics
 IT Service Management					APPROVALS	Implemented PagerDuty solution for automated systems health monitoring and alerting
 Storage Modernization					EXECUTION	Migrated legacy shared drives to secure, resilient infrastructure
 Virtual Desktop Infrastructure					EXECUTION	Migrated from Citrix to Azure Virtual Desktop for seamless integration
 Low Code Business Apps					REFINEMENT	Deployed 6 applications replacing legacy Access databases, improving compliance and tracking
 Data Loss Prevention (DLP)					EXECUTION	
 IT Talent Strategy					EXECUTION	
 Network Modernization					EXECUTION	Migrated to Software-Defined WAN infrastructure
 Backup & Data Protection					APPROVALS	
 RPA for Process Automation					REFINEMENT	Deployed 25 automations saving 40k+ hours, \$1M+, with 5x efficiency gains and 90% error reduction
 Cyber Threat Resilience					EXECUTION	
 Technical Debt Mitigation					EXECUTION	

 Completed Phase

 Current Phase

 Pending Phase