



OIA Consulting Memo

Date: January 13, 2017

To: Clint Roszelle, Assistant Director Business Process Excellence

From: Deena Harrison, Senior Internal Auditor
John Fox, Audit Director

Subject: Citizens Insurance Suite Monitoring Review

Background:

The Citizens Insurance Suite replaced Citizens' policy, billing, and claims legacy systems with implementation occurring in several phases throughout 2013 and 2014. The Citizens Insurance Suite provides a complete set of applications to support core operations including underwriting, policy administration, billing, and claims management. The Suite Governance team is responsible for providing oversight and governance of the Citizens Insurance Suite. Recurring governance meetings are held with attendees consisting of the Suite Governance team, product owners, delivery managers, operational change management, IT Security, Systems and Operations Suite Governance Support and various other business areas as appropriate.

The governance team is focused on resolving defects and improving system performance. Standing agenda items for governance meetings include presentations and discussions related to program dashboards of key metrics, usability scorecards, statistics, trends, observations, roadmaps, and continuous improvement initiatives. Key drivers of usability and stability scores are identified and analyzed. Guidance is also provided for release planning.

Audit Scope and Objectives:

The objective of this project monitoring engagement was to confer with management on new system releases, system access, process updates and changes. OIA participated in the Suite Governance team meetings and focused on activities of the Suite Governance Team to confirm that effective governance processes are utilized and issues including change requests and defects are identified, tracked, and escalated appropriately.

Results:

Our work confirmed that the Suite Governance Team continues to utilize effective governance processes with control structures in place to address system enhancements as well as defects. The governance program is well managed and comprehensive including a mature issue identification, escalation, and resolution processes. Specific strengths observed included strong overall design of the governance program, continued inclusion of key business areas, and timely and thorough tracking of issues through resolution. Key accomplishments of the team noted by OIA include:

- Increased automation of manual processes.

- Release planning designed to align multiple teams to a single release vision as well as supporting goals and objectives.
- Agency adoption strategy to improve and accelerate agent community adoption of change.
- Proactive reviews of leadership feedback related to production and post-deployment issues.
- Launched educational efforts including webinars.
- Identifying and analyzing trends related to usability by business area.
- Key milestones and critical issues documented and displayed in scorecards and dashboards.
- Maintaining the Program Risk and Issue Monitoring log.

OIA would like to thank the Suite Governance team for their continued on-going support of our role in this program.

Distribution:

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