

# INFORMATION SYSTEMS ADVISORY COMMITTEE (ISAC) REPORT

ISAC MEETING MARCH 14, 2017  
BOARD OF GOVERNORS MEETING MARCH 29, 2017

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## EXECUTIVE SUMMARY

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The ISAC met via teleconference on March 14, 2017. Primary agenda items are summarized below. (Note – The committee meeting material is available at Citizens' website, [www.citizensfla.com](http://www.citizensfla.com), or by hard copy upon request)

**Systems & Operations Update:** Kelly Booten, Chief, Systems & Operations, briefed the committee on the following two topics:

### 1. IT Organizational Changes

Chief Information Officer (CIO), Curt Overpeck, will be departing Citizens in August 2017. We will miss Curt tremendously as he has played a key role in Information Technology (IT) leadership for the last 12 years. Anticipating this, Curt and Kelly, along with the Systems & Operations leadership team, have been working on a succession plan.

- Kelly Booten will fulfill the highest level CIO responsibilities such as budget, governance, and executive and external relationships.
- Robert Sellers will take a new role with responsibilities for IT Strategy, Planning and Enterprise Architecture. This also will include functions such as IT Risk and Security, Enterprise Business Continuity, IT Disaster Recovery and Catastrophe Planning, and Business Partner Relationship Management.
- Aditya Gavvala will be responsible for IT Services and Delivery. This includes Application Development, Infrastructure, Operations and Information Services. Both Robert and Aditya will report directly to Kelly.
- Curt will remain on as a consultant until August.

### 2. IT Audit Findings

- All items from the Network Audit have been closed
- One medium finding from the Citizens Insurance Suite Access Audit and one low item from the Change Management Audit remain open. Both are scheduled to be close by April.

**ISAC Charter Review:** The Committee reviewed the ISAC charter recommending one addition for Board consideration. Please see attached charter with revisions.

**Centerpoint Update:** Sarah Harrell, Enterprise Program Director, briefed the committee on the status of the Centerpoint (ERP) implementation. The first phase of the program (Financials and Procurement) is scheduled to go live as planned in early April.

## RECOMMENDATIONS

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Action Item: Revised ISAC Charter