

Executive Summary

Information Systems Advisory Committee Meeting, November 28, 2017

Board of Governors Meeting, December 13, 2017

ISAC Report

The ISAC met via teleconference on November 28, 2017. Primary agenda items are summarized below. (Note – The committee meeting material is available at Citizens' website, www.citizensfla.com, or by hard copy upon request)

Chief, Systems & Operations Update: Kelly Booten, Chief Systems and Operations, briefed the committee on the Systems and Operations Hurricane Irma Response and 2018 IT Priorities.

Claims Portal/Guidewire Version 9 Upgrade & Storage Platform Refresh: Aditya Gavvala, VP IT Services & Delivery, briefed the committee on the status of three high priority projects: the Guidewire Claims Portal, the Guidewire Version 9 Upgrade and the Storage Platform Refresh.

Disaster Recovery Facility: Robert Sellers, VP and Chief Technology Officer, briefed the committee on the status of the disaster recovery strategy implementation and presented an action item for selection of the recommended disaster recovery facility vendor.

Centerpoint Update: Sarah Harrell, Enterprise Program Director, briefed the committee on the status of the Centerpoint Enterprise Resource Planning implementation.

Recommendation

Action Item: Disaster Recovery Co-Location Data Center and Services:

The Information Systems Advisory Committee recommends the Citizens Board of Governors:

- a) Approve this Disaster Recovery Co-Location Data Center and Services Action Item; and,
- b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item.