



ERO
Enterprise Resiliency
Organization

Business Continuity Management Workspace and Resource Strategy

v.20180326



Background Workspace and Resource Strategy

Background

The Executive Leadership Team (ELT) requested an impact analysis on business and resources scenarios if extensive damage occurred to one of our facilities, the Everbank Center were rendered uninhabitable and we had completed execution of the Citizens Real Estate Strategy.

- A Relocation Resource Requirements Analysis (RRRA) was conducted to identify critical employee, contractor and technology resources required in the event of a direct impact that would render the EverBank Center uninhabitable.
- The RRRA was conducted between June and July, concluding with results presented to ELT in mid-September 2016.
- An RFI and assessment began March 22, 2017, with results being presented to ELT on June 26, 2017.
- ELT directive to proceed: Competitive solicitation for available services to address business continuity needs began in July of 2017.

Workspace and Resources for Resiliency

Requirements for Resiliency

A solution that is flexible with multiple options to address various scenarios that could occur.

Example Scenarios:

- Facilities damaged and uninhabitable for a specified length of time.
- Inability to enter facility due to an event that restricts access, i.e., hazardous chemical/fire situation, civil disturbance, etc.

Options:

- Alternative work space capabilities in various areas of the state.
 - Provides space and communication capabilities to relocate critical staff for continuity of critical business operations.
- Alternative technology resources (personal computers/other) imaged and quick shipped to a location of Citizens' preference for distribution to staff.
 - Provides for technology damaged or left in a facility due to an evacuation where re-entry is prohibited at the impacted facility.

Workspace and Resources for Resiliency

Solution that is Scalable

Contract with Business Recovery Service Vendor(s) to provide alternative workspace and technology services (personal computers/other) required to support a worst-case scenario (EBC unavailable during a CAT Operations event). The solution needs to be scalable to support normal and critical day-to-day operations as well as support requirements when Citizens is at maximum capacity for Claims Catastrophe Operations.

Services Available

- Private furnished office space with desk, chairs, laptops, telephones for each, internet access, conference and break rooms within buildings in multiple Jacksonville locations.
- Mobile office space with generators, satellite communications (wire/wireless), desk, chairs, personal computers, telephony, and printing/copying capabilities.
- Personal computers in addition to those provided with the alternate space options.
- Satellite and Cellular communications to support lack of communication capabilities due to technical and/or inclement weather activity.
- Generators to support relocations or potentially supplement facility power outages.

Workspace and Resources for Resiliency

Office Space - Furnished

- Jacksonville - 150 seats in Class A or similar buildings across eight (8) locations
 - Conference Rooms
 - Break Rooms/drinks
 - High-speed internet and telephones
 - Print and copy services

Mobile Unit Office Space

of Seats

- | | |
|-------------------------------|-----|
| • Jacksonville area: | 350 |
| • Tallahassee/Panhandle area: | 50 |
| • Tampa area: | 50 |
| • Southeast area: | 50 |
- Generators
 - Satellite Communications
 - Personal Computers/Telephones
 - Multi-function Printers
 - Restrooms

Additional Resources

- 875 Desktop/Laptops available by drop shipping to a specified location
- Communications Satellite providing:
 - Internet Access
 - VPN Connectivity
 - VOIP phones

Mobile Office Solution



Physical Office Solution

Recommendation for Workspace and Resources

Action Item

Recommendation:

Approve the recommended award and resulting contract, including the optional renewal, for ITN No. 17-0025, Business Continuity Services – Workspace and Technology as set forth in the Action Item.

Citizens will enter into long term services contract with national provider of flexible, turnkey workspace and technology business continuity solutions for:

- Standby Physical Office Space within the Jacksonville Area
- Standby Mobile Office Space - Multiple regions of the State
- Standby Desktop and other Office Technology Solutions
- Standby Communication Solutions – including Satellite and Cellular
- Standby Power Solutions, including facility sized generators

The action item presented today outlines the terms of the multi-year services contract recommendation.

Business Continuity Management Workspace and Resource Strategy

End of Brief