

Executive Summary

Information Systems Advisory Committee Teleconference, March 27, 2018

Board of Governors Meeting, April 11, 2018

ISAC Report

The ISAC met via teleconference on March 27, 2018. 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 results of the Network Assessment and provided an overview of open audits that have IT involvement.

ISAC Charter Review: The committee reviewed and approved the ISAC charter without change.

Customer Portal Update: Aditya Gavvala, VP IT Services & Delivery, briefed the committee on the status of the Guidewire Customer Portal.

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

Disaster Recovery Facility: Robert Sellers, VP and Chief Technology Officer, briefed the committee on the status of the disaster recovery strategy implementation

Business Continuity Management – Workspace and Resource Strategy: Robert Sellers, VP and Chief Technology Officer, briefed the committee on the status of Business Continuity and presented an action item for selection of the recommended Business Continuity Services – Workspace and Technology vendor.

VTC Audio Visual Systems Repair, Maintenance and Support Services: Aditya Gavvala, VP IT Services & Delivery, briefed the committee on the A/V system and presented an action item for selection of the recommended Audio Visual Systems Repair, Maintenance and Support Services vendors.

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Recommendation(s)

Approval of the following two action items:

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

- a) Approve the contract for the **Business Continuity Services – Workspace and Technology (ITN No.: 17-0025 Action Item)** to the recommended vendor Agility Recovery Solutions, Inc. not to exceed \$6,024,540; and
- b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item.

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

- a) Approve the recommended awards and resulting contracts, including the optional renewal, for RFP No. 17-0024, **Audio Visual Systems Repair, Maintenance, and Support Services** to Audio Visual Innovations, Inc. and Miller Electric Company as set forth in this Action Item; and
- b) Authorize staff to take any appropriate or necessary actions consistent with this Action Item.