



**ERO**  
Enterprise Resiliency  
Organization

# Business Continuity Management

## Workspace and Resource Strategy

v.20180605



# Workspace and Resources for Resiliency

**Information Systems Advisory Committee recommended to the Board of Governors on March 27, 2018, the recommendation to approve a contract with Agility for Business Continuity Recovery Services.**

**Board of Governors approval was received on April 11, 2018 for Citizens to contract with Agility**

## **Agility provides a solution that is scalable**

Agility, a Business Recovery Service Vendor, will 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 will scale to support normal and critical day-to-day operations as well as support requirements when Citizens is at maximum capacity for Claims Catastrophe Operations.

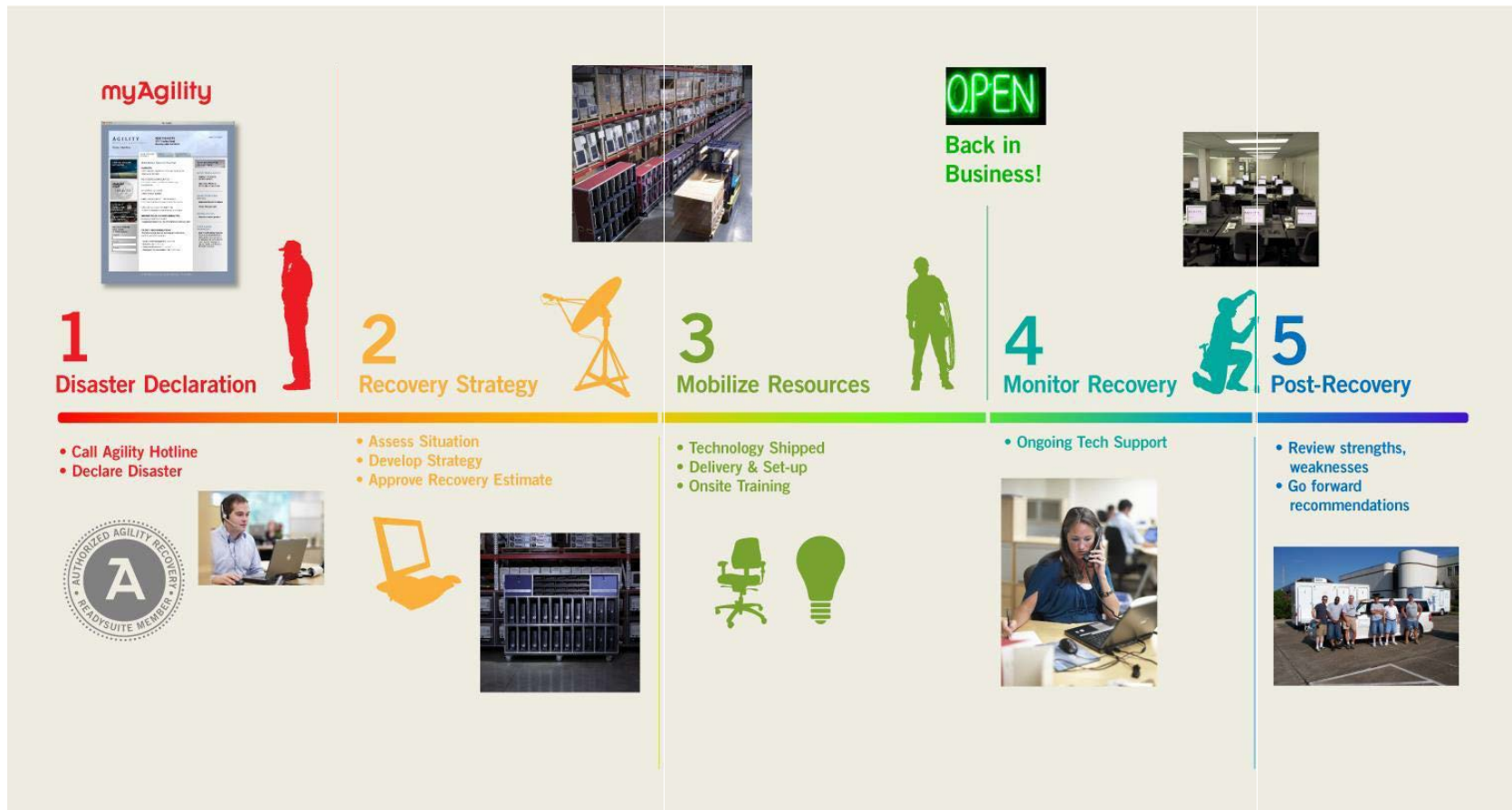
## **Services available**

- 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.

# Current Status

- Agility contract completed and executed
- Project Managers assigned from Agility and Citizens
- Project kickoff meeting with vendor held on 5/14/18
- Citizens and Agility readiness completion – Target date: 8/15/18

# Disaster and Recovery Process



# 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  |
| • Naples area:                | 50  |
| • Miami 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

# Questions

