

# Cloud Strategy Overview

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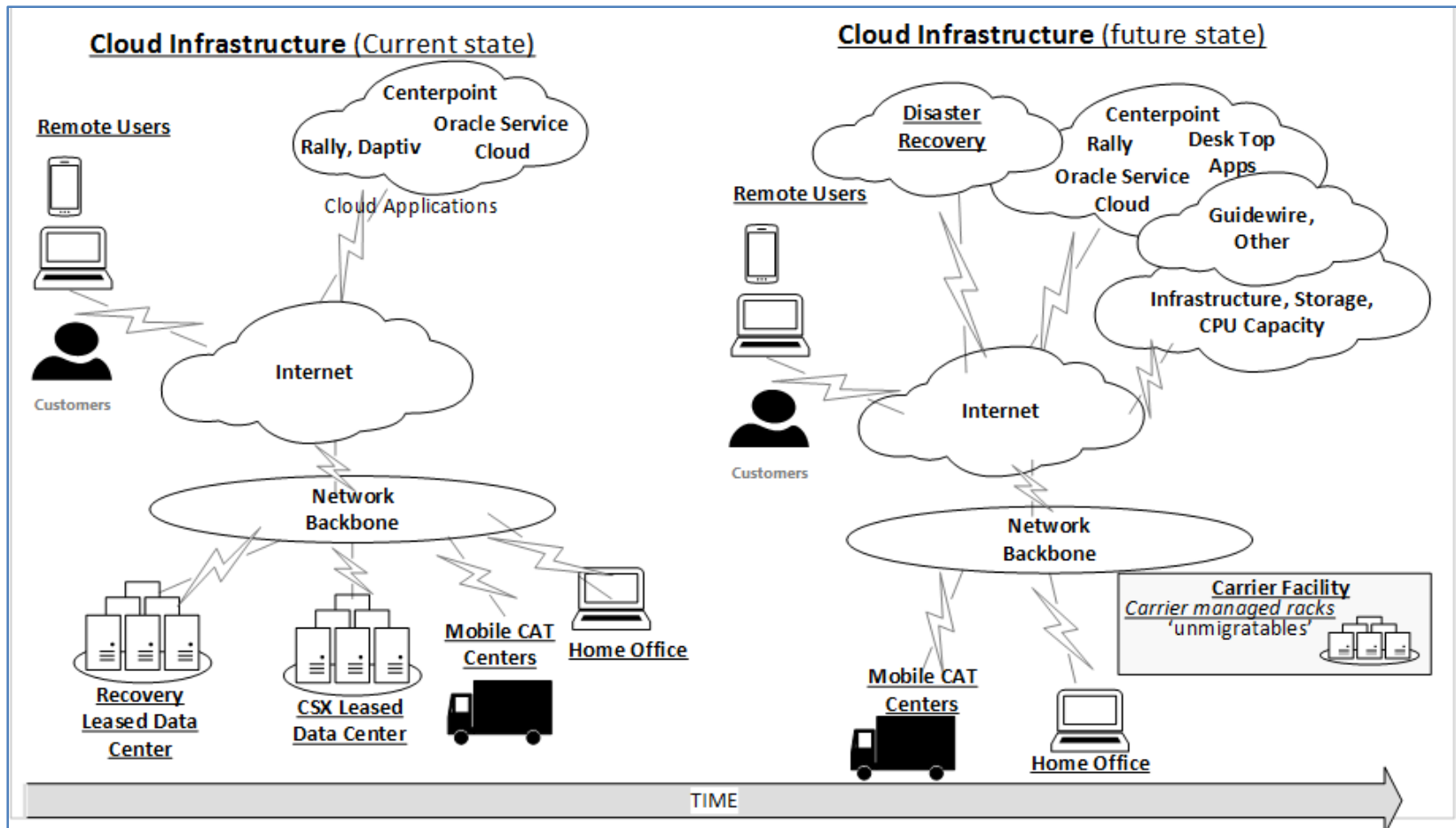
The Cloud is an ideal platform to support Citizens' unique business model and position in the insurance market for the following reasons.

## Characteristics:

- Elastic resources—Scale quickly and easily to meet demand
- Metered services so we only pay for what we use
- On Demand Usage - Requesting teams can be provided the ability to quickly provision Cloud infrastructure and Services, as they need, resulting in faster delivery.
- Infrastructure (sometimes applications) managed by service provider

## Benefits:

- Cloud computing variable cost model aligns with Citizens dynamic policy count, budget, and processing needs.
- Ensures we will have capacity to support peak needs, yet not requiring Citizens to purchase and pre-stage hardware that may never be needed.
- Helps minimize demands on internal IT resources, as it shifts management/maintenance functions to service providers.



Citizens' Strategy is to gradually transition from hosting our own infrastructure and applications in CSX to hosting infrastructure and applications in the cloud.

The Microsoft Cloud has two available tracks - a **Government**Cloud track and a **Commercial**Cloud track.

Both tracks are driven by Microsoft, so the Vendor will be the same for either track. Budget and Contract approvals were received at the Dec 2018 Board of Governors meeting.

In Florida, there are governmental entities using components of the Government Track, some are using components of the Commercial Track and some are using components from both.

From Citizens' perspective, the **main differences between the Government and Commercial tracks** are:

- Software Application and Data management features are more extensive, available significantly sooner and are simpler to manage from an enterprise perspective in the Commercial tracks.
- Each track has differing levels of Federal Authorization Program (FedRAMP) Security ratings. The Commercial track meets Citizens Security Standards.
- Difference in costs to utilize Citizens' services and technology in commercial is significantly lower than in Government.

Based upon the due diligence, Citizens ELT has approved the following recommendation:

- Citizens will select the Cloud options that are certified at a FedRAMP moderate level which match or exceed Citizens Security Standards. Exceptions will only occur when a FedRAMP moderate service is not available and the risk assessment affirms the decision.

Summary basis for recommendation:

- Offerings comply with FedRAMP moderate rating
- Data location controllable (within US)
- Simplicity in maintenance, superior integration, and feature rich

- Implementation Partner
- Establish
  - Program Management
  - Cloud Governance
  - Dashboards
  - Security, Identity and Access Management
  - Train/Augment Staff
- In late 2019/early 2020
  - Target migrating internal/external web site to cloud