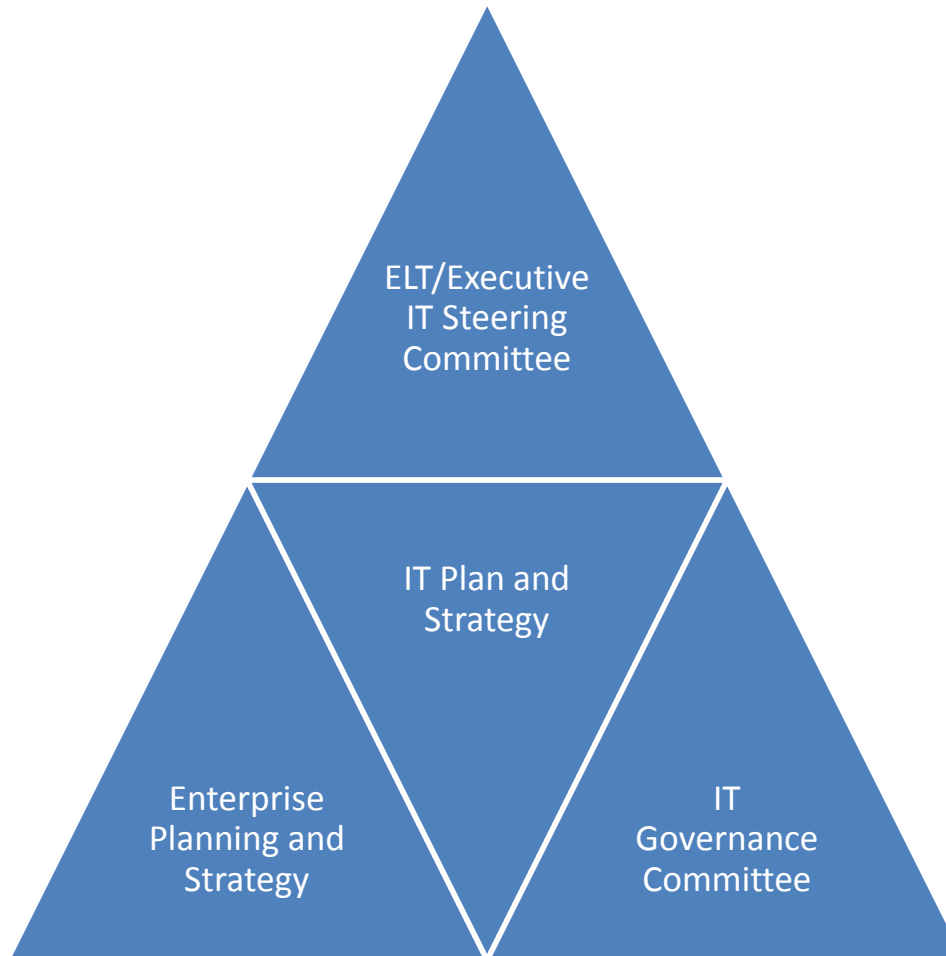


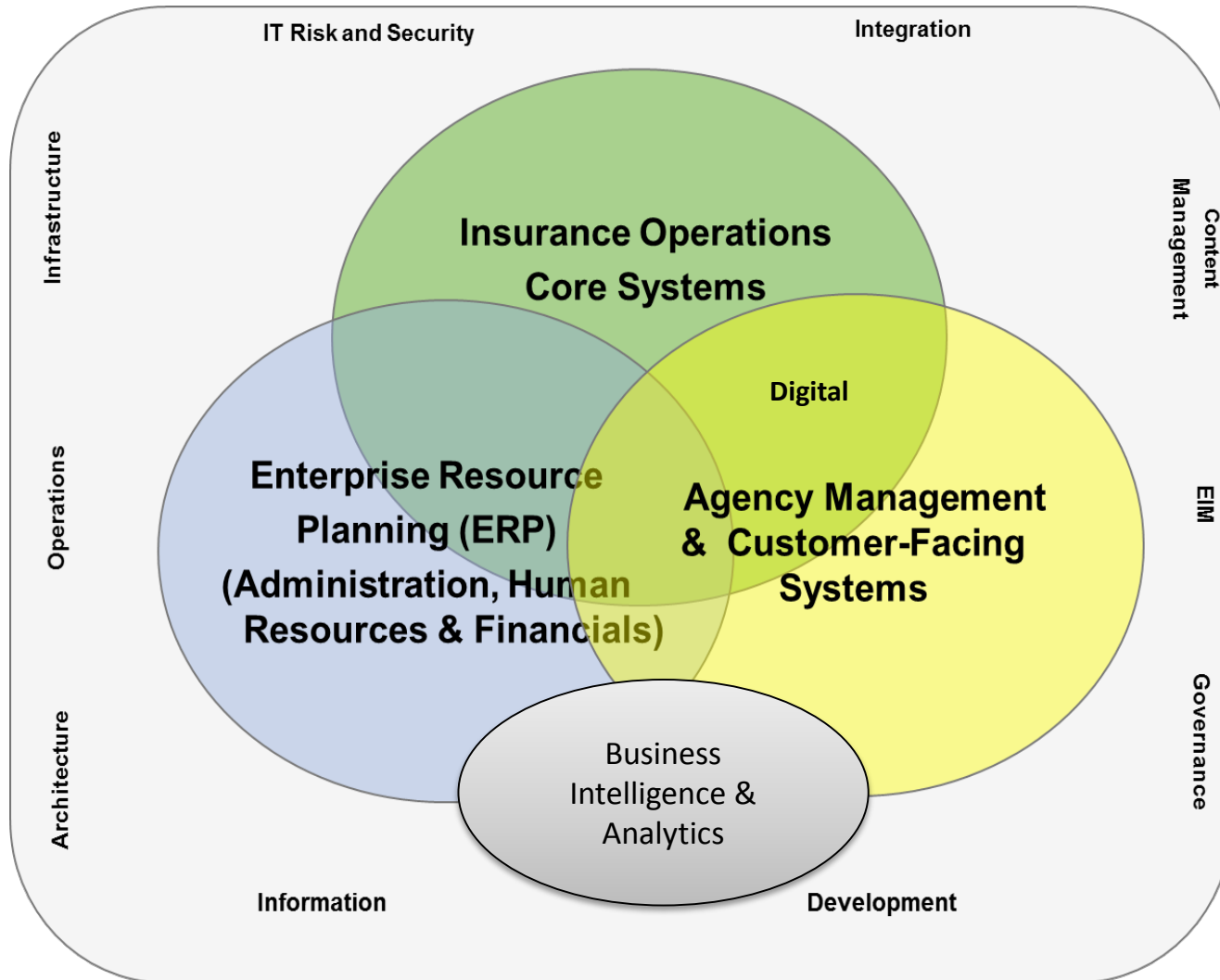
IT Strategy Convergence

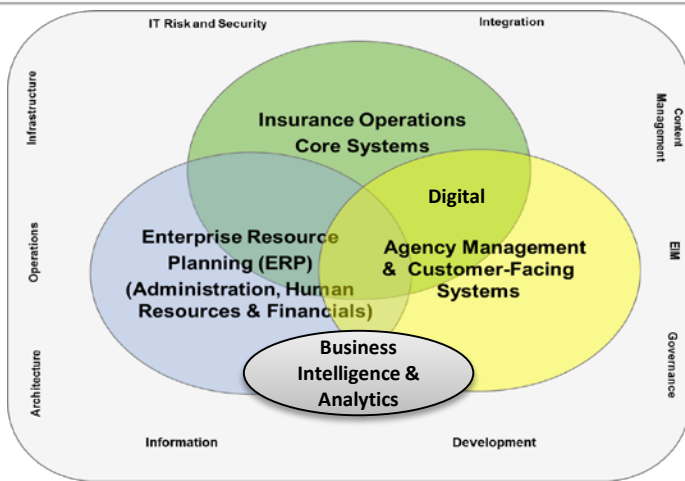
THE **R**  **A** **D**
TO 2020



IT Strategy Creation and Approval Process







Enterprise Systems Strategy

- ERP (CenterPoint) Implementation 2016 – 2018
 - Oracle Cloud + Oracle Service Cloud – In Progress
- Insurance Suite – Version Upgrades
 - Guidewire V9 – 2017-2019 - In Progress
 - Alfresco V5.2 (Content Management) – 2018 - Completed
 - Inbridge (Rating Generator) – 2018 – Completed
 - Thunderhead (Document Prep) – 2018-2019
- Legacy Systems Retirement Strategy/Projects – In Progress
 - Data Retention/Reduction Components – In Progress
- Agency Management Implementation – In Progress
- Self-Service Applications Strategy → Digital Strategy
- Telephony Systems Strategy – 2019-2020 Projects

IT Security Strategy

- Identity and Access Management Strategy
- Security Operations Program
- IT Security Strategy Refresh – 2018

Content Management Strategy

- Strategy Approved – December 2016
 - Projects (multi-year) - 2017-2020

Warehouse/Reporting Strategy

- Tactical Strategy: 2017-2018 Projects (multi-year)
- Long Range Data Warehouse Strategy: 2018-2019
- Tactical Actuarial/Analytics Strategy – 2018
- Business Intelligence – 2018-2019

Cloud Applications & Infrastructure Strategy

- ERP – Oracle Cloud 2016-2018
- Disaster Recovery Strategy
 - Phase 3 – Colocation Option – Completed
- Cloud - Overall Strategy Setting and Launch – 2018
 - Direction of Strategic Vendors - Completed
 - Business Continuity Plans – 2018-2019
 - Compute/Storage Infrastructure – 2018 - Completed
 - Office Desktop Solutions Options 2018-2019
- Storage/Network/Compute – Completed 2018

Strategy Convergence
"2020 Vision"

IT Security Strategy

Identity and Access

Disaster Recovery

Enterprise Systems Strategy

Agency Management

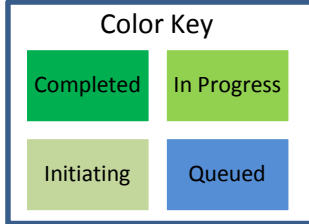
Self Service -> Digital

Cloud Strategy

Operations Monitoring

Service Management/Workflow

Systems and Technology Upgrades

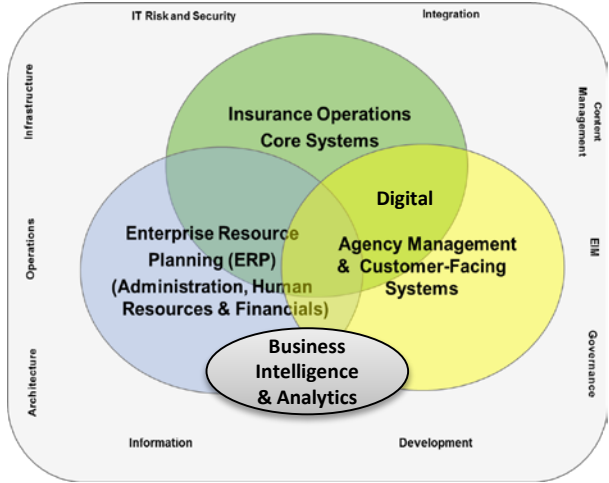


Warehouse/Reporting Strategy

Enterprise Information Management

Actuarial Analytics

Content Management



End User Computing

Java Usage

Test Data Management

Business Process Management

Systems Integration Review & Refresh

Legacy Retirement

Communications (Voice, Video)

Video Management

Mass Communications



2020 IT Strategic Vision drives 2019 IT Operational Plan

Citizens IT Strategic Planning is more business driven, focused, flexible and frequently revisited than in years past.

Information Technology Governance and Risk Management Improvements

Internal Controls Framework sponsored by Office of Internal Audit
Enterprise and IT Security Programs

IT Operational and Financial Management Improvements

Financial Management (CenterPoint/Other Internal S&O Programs)
Human Resource Management (CenterPoint and Internal S&O Programs)
Enterprise and IT Operational Processes (Enterprise Rhythm – Agile Development Process)
(DevOps, SecOps, CloudOps)
Business Alignment and Agility (Enterprise Rhythm and Business Architects)
Technology Consolidation and Retirement Programs

Enterprise Business Systems

Improved Analytic Support with improved Enterprise Data Management (LAE/MRP/Other).
Complete Guidewire Policy and Billing Systems Upgrade to Version 9.0 (Claims Completed)
Agency Management System Implementation utilizing Salesforce
Improvements in Internal and External Communication Capabilities (Website, Digital, Mobile, Social, other).
Business and Application Systems development and improvements as part of Citizens Enterprise Strategic Plan

IT Technology Readiness and other ongoing IT Improvements that respect an era of Digital Disruption

Cloud Technology Program
Technology Lifecycle Management

Research and Development

Innovation Programs