

IT Strategic Plan Update

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IT Strategic Plan Components

What is in the Plan?

Business Context

Goals, Objectives and Themes

Principles

Business Architecture

Emerging Technologies

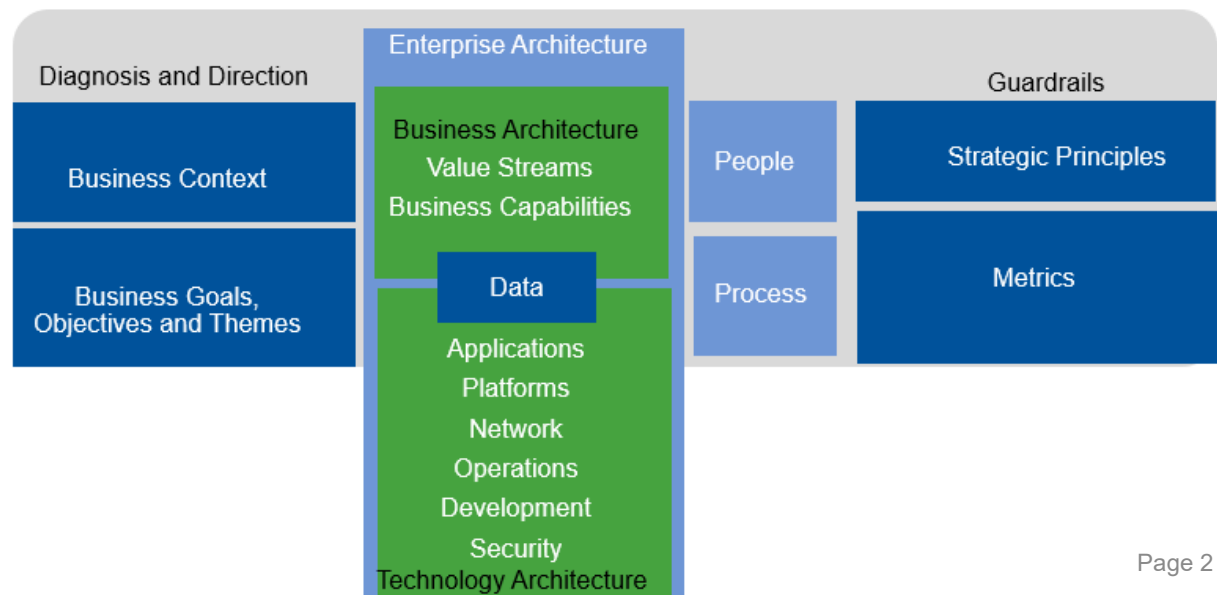
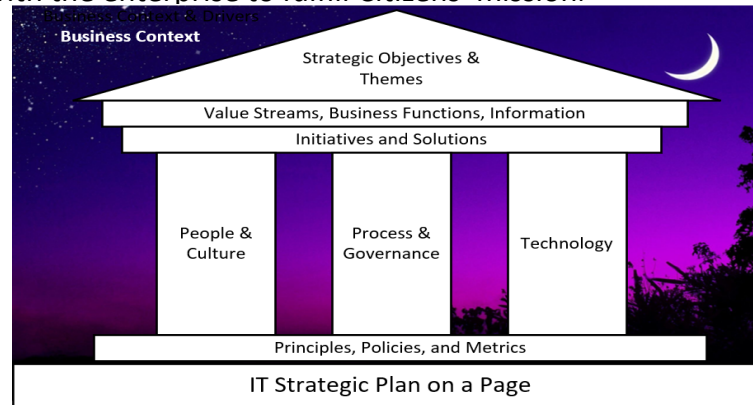
IT Strategies and Alignment

People

Process

Metrics

The IT Strategic Plan is a rolling three-year Information Technology (IT) strategy and plan that describes how Citizens' IT will enable the delivery of business value, drive business outcomes and partner with the enterprise to fulfill Citizens' mission.





1. Identify and Implement Strategies to Reduce Citizens' Exposure

- Exposure Reduction Program
- Citizens Eligibility Re-Imagined
- Fraud Analytics Software Implementation
- 2022 Special Session / 2023 Legislative Session

2. Ensure Scalability, Flexibility and Resiliency in Our Operations

- Exposure Identity and Access Management (IAM): SailPoint® Implementation
- Cloud-Based Insurance Suite Solicitation
- Integrated Vendor Invoice Submission Software
- Expand Use of Electronic Documents and Notifications

3. Optimally Serve our Customers

- Customer Data Management Research
- UCaaS Implementation
- Online Claim Filing Enhancements
- Voice of the Customer Survey Administration and Advanced Analytics Solicitation

4. Identify and Implement Strategies to Reduce Litigation and Enhance Litigation Capabilities

- Enterprise Litigation Management Solution
- Division of Administrative Hearings (DOAH)
- Litigation Counsel Sourcing

5. Invest in & Leverage Citizens Greatest Resource: Our Employees

- Hybrid Workplace Collaboration Technology
- Stronger Together
- Everyone Innovates
- Strategic Talent Planning
- Distributed Workforce and Real Estate Strategies

Section 2 - Business Context

- Added Driver 10: “Democratization” of Information Technology

Section 3.2 Enterprise Planning Themes and Objectives

- Changes Themes: Consolidated to ‘Stabilization’
- Added Objective: Optimally Serve our Customers

Section 3.3 - Strategic Business Initiatives and Actions

- Updated primary initiatives for each objective

Section 4 – Strategic Principles

- Added Principle: Ensure resiliency of technology solutions including business process continuity

Section 5, 6, 7 and 8 – Added table to summarize progress made in previous three years related to each section

Section 5.1 – Business Architecture

- Add diagram that shows the relationship among Business Architecture, IT Architecture and Solution Architecture
- Added Business Functions to Citizens’ business architecture framework
- Added items accomplished in 2022, and planned key activities

Section 5.2 – Technological Innovation

- Updating the Emerging Technology Radar to the latest version
- Updated technology descriptions in Appendix, including Assistive Automated Intelligence

Section 6.1 IT Strategy Summaries

- Updated the summary of each IT Strategy in the Appendix
- Updated Business Driver to IT Strategy matrix
- Updated Business Objectives to IT Strategy matrix

Section 7.1 – IT Strategic Workforce Planning

- Referenced 2022 changes in IT Pay Structures

Section 8.1 – Strategy Prioritization

- Updated the Strategy Radar Diagram to reflect latest status and priorities

Section 8.2 – Agile Transformation

- Added focus areas for maturing Enterprise Rhythm framework
- Referenced AgilityHealth tools and methods to collaboratively assess our Agile maturity

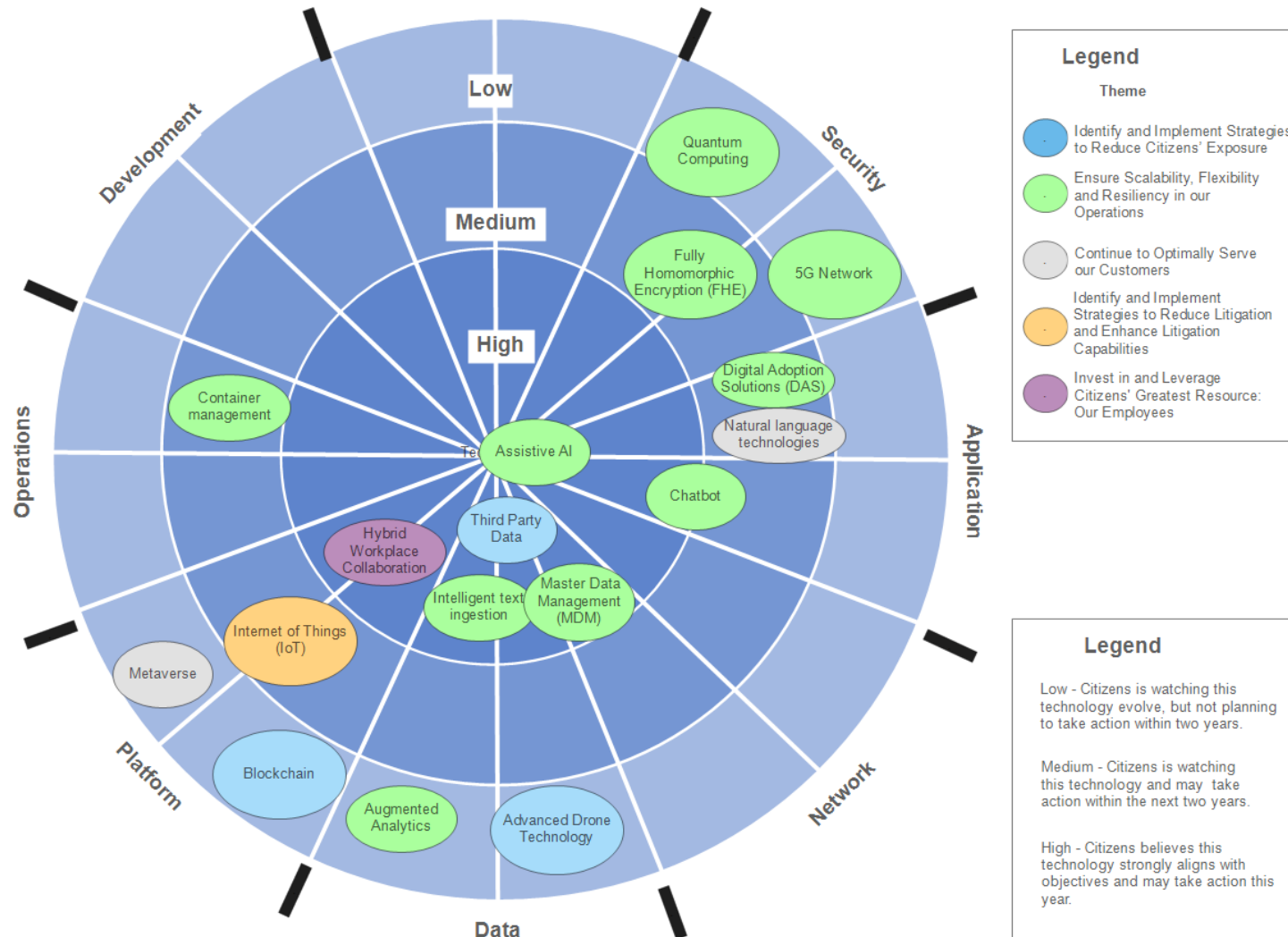
Section 8.3 – DevOps

- Added summary for 2023 DevOps Assessment

Section 8.4 - Governance

- Added reference to End-User Computing governance, including image of tracking dashboard

Emerging Technology Radar, March 2023



Top Technology Strategies and Alignment to Objectives

