



\_experience the commitment™



# application management

## DELIVERING BUSINESS VALUE

- **Flexibility:** Agencies choose from multiple service options to meet their specific business needs and budget constraints.
- **Control:** Agencies receive regular reports detailing the status of service activity against specific performance metrics, keeping the agency in control of its systems and data.
- **Accountability:** Agencies receive one accountable service provider for turn-key services.
- **Quality:** All services are delivered using ISO 9001-certified quality procedures grounded in proven industry standards.
- **Results:** Agencies apply CGI Federal best practices captured from successfully implementing and supporting management system operations for more than 90 federal agencies.

## MAINTENANCE AND IMPROVEMENT OF MISSION-CRITICAL APPLICATIONS

CGI Federal provides ongoing operations and maintenance of its application suite as a performance-based and hosted service for a predictable and fixed monthly fee.

### Quality assurance and client satisfaction

CGI Federal operates and maintains application environments using ISO 9001-certified process frameworks to provide clients with stable, high-quality operations. With an emphasis on monitoring client satisfaction and measuring CGI Federal performance against agency-determined service metrics, the CGI Federal application management service includes:

- Producing management reports to measure ongoing service activity and CGI Federal's performance against metrics defined in the agency's service level agreement
- Planning and executing a customer satisfaction appraisal program
- Performing periodic health assessments of CGI Federal's service
- Planning and executing changes to fine tune the performance of CGI Federal's service
- Managing agency requests for changes in the scope of the agency's specific service

CGI Federal also applies its ISO 9001-certified processes in the execution of its service desk and application management activities.

### Service desk

The CGI Federal service desk delivers user support for applications and services. Services include:

- Managing client service requests and incidents from notification to closure
- Recording calls in issue tracking software and assigning priority ratings, based on definitions of issue severity defined in the service level agreement
- Dispatching incident reports to functional and technical experts for resolution
- Escalating problems according to standard operating procedures
- Analyzing, developing, tracking, and deploying resolutions to new software incidents
- Identifying and implementing permanent solutions to incidents to enhance the efficiency of long-term business operations and to prevent future incidents and problems
- Maintaining documentation of client's policy decisions and scope of service operations in a standard operating procedures manual
- Supporting periodic certification and accreditation examinations, SAS 70 audits, and ISO 9001 certification audits

### ***Application management services***

CGI Federal provides application management services across four dimensions: corrective maintenance (repair of defects), preventive maintenance (ongoing evolution of applications to meet changing business requirements), adaptive maintenance (detailed analysis of problems and “root cause” fixes), and perfective maintenance (continuous improvement to optimize the performance of an application). These four application management dimensions are achieved by executing specific services, including:

- \_ Managing technical configuration and providing ongoing technical support of its application deployment in the CGI Federal data centers
- \_ Maintaining the agency’s application production environment, as well as multiple non-production environments, to support such activities as help desk issue resolution, acceptance testing, training, upgrades, and agency-specific report or interface development
- \_ Performing database administration
- \_ Tracking and tuning application and database performance
- \_ Maintaining integration with mandatory e-Gov systems, such as the Central Contractor Registration, e-Payroll, and e-Travel, in a post-implementation steady-state environment
- \_ Executing service release upgrades to deploy corrective issue fixes
- \_ Executing minor release upgrades to keep agencies current on new financial system requirements
- \_ Diagnosing, developing, and deploying rapid issue fixes to resolve emergency issues in advance of the next application software release
- \_ Monitoring the results of scheduled jobs and interfaces to make sure each process ran successfully, and initiating corrective action for exceptions
- \_ Applying standardized change management, version control, and configuration management procedures and tools to enable flexible, efficient, and stable deployment of future application requirements as they evolve

### **CORPORATE PROFILE**

CGI Federal is a full-service IT and managed services provider with deep federal expertise and innovative service models that help our clients achieve their business goals. For three decades, CGI Federal has partnered with a majority of federal agencies to help them plan, design, implement and manage highly effective and efficient federal government environments. Backed by the resources and best practices of a global organization 25,000 strong, our federal sector specialists are ready to bring this tradition of excellence to your agency.