



_experience the commitment™



systems integration and consulting

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.

SOLUTIONS TO YOUR BUSINESS AND TECHNOLOGY CHALLENGES

CGI Federal offers a flexible menu of systems integration and consulting services to help government executives transform their agencies and achieve mission results. Clients select the specific services they need as a tailored package to accommodate their requirements and constraints for the development, modernization, and enhancement (DM&E) of their agency's operations.

Quality assurance and client satisfaction

CGI Federal delivers each transformation project using ISO 9001-certified process frameworks and manages DM&E projects as an integrated portfolio to deliver high-quality results. These quality and satisfaction processes include:

- Producing management dashboards that report on the project's ongoing health, activity, and status, and that measure CGI Federal performance against the project delivery timeline, quality, and budget
- Planning and executing an annual customer satisfaction appraisal program
- Managing agency requests, such as to change existing projects' scope and to initiate new modernization projects, to keep all projects aligned with the strategic plan

CGI Federal applies this methodology across multiple service areas, including system implementation and conversion, enterprise architecture, data exchange, business intelligence, and document and records management.

System implementation and conversion

CGI Federal supports multiple agency application migration strategies by offering flexible, proven implementation approaches. These approaches range from rapid, standard implementations for smaller agencies, to large-scale implementations that meet large departments' complex rollout requirements. CGI Federal's best practice approach is fine-tuned from 30+ years of government implementation experience. CGI Federal has produced a proven track record of more than 90 successful federal agency implementations, including more than 50 successful implementations over the past six years.

CGI Federal system implementation and conversion services include requirements and scope definition; activation and configuration of an agency's environment; data conversion; configuration testing; acceptance testing; training; and transition of post-implementation support.

Enterprise architecture

CGI Federal provides enterprise architecture services to help agencies manage financial and resource information from program activity throughout the lifecycle via the practical application of enterprise architecture, procedures, and technology. These services include:

- _ Identifying key business drivers and translating them to a technology blueprint
- _ Translating the agency enterprise architecture strategy into technical design requirements, including both conceptual and physical models
- _ Conducting both audit and risk studies that include a comprehensive analysis of capacity, performance levels, and contingency and security plans
- _ Providing expert implementation advice
- _ Managing detailed migration and roll-out strategies

Data exchange

CGI Federal applies a service-oriented architecture (SOA) to enable efficient data exchange among multiple LoB, e-Gov, and agency program systems. These services include:

- _ Analyzing agency-specific financial and resource information needs across multiple LoB, e-Gov, and agency program systems
- _ Reusing proven data exchange approaches tuned for federal business processes and transactions to minimize costs
- _ Deploying standardized integration approaches with mandatory e-Gov systems, such as the Central Contractor Registration, e-Payroll, and e-Travel

Business intelligence

CGI Federal business intelligence and data warehouse services improve the integration and quality of the information needed for agency decision-making and business performance analysis. These services include:

- _ Deployment of dashboard, scorecard, and analytics technology
- _ Deployment of real-time alerts to enable management by exception
- _ Consulting on agency business intelligence strategy, architecture, and optimization
- _ Data quality improvement

Document and records management

CGI Federal provides expertise in implementing document and records management systems to capture important documents and records for retention compliance and on-demand retrieval. These services include deployment of technologies and processes to capture a wide variety of document types, including scanned paper documents, faxes, emails, word processing documents, spreadsheets, XML, and audio/video clips.

CGI Federal's expertise includes imaging and workflow, OCR/ICR, report management, electronic document management, records management, and Web content management. We apply enterprise content management technologies to help integrate, align, and streamline back-office processes, while making pertinent, unstructured customer data more accessible across the enterprise.

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.