



_experience the commitment™



technology 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.

RELIABLE AND SECURE SUPPORT FOR YOUR INFRASTRUCTURE

CGI Federal provides the technology management services required to run secure, stable systems. CGI Federal technology management services offer a standards-based set of service components, delivered packaged or a la carte, to provide a managed system service tailored to meet each agency's specific requirements.

Quality assurance

CGI Federal manages an agency's technology infrastructure using ISO 9001-certified process frameworks to provide our clients with high-quality services that conform to best practices and deliver greater efficiencies. CGI Federal produces regular management service level reports that define CGI Federal performance against agency-focused service metrics, and regularly measures and assesses customer satisfaction through a formal appraisal program.

Data center

CGI Federal hosts its applications software suite at its U.S.-based data centers. These state-of-the-art data centers include multiple-zoned levels of physical security, advanced smoke detections, fire suppression systems, and 24x7 secured access. The centers' physical and technical environments provide a reliable and flexible center to support mission-critical applications.

Security services

CGI Federal deploys multiple layers of in-depth security protection to meet federal security standards and agency-specific security requirements. Security services include physical security for CGI Federal facilities; physical separation of system infrastructure, as required by the agency; logical security for the financial system components; and support for certification and accreditation examinations and SAS 70 audits.

Server services

CGI Federal delivers operation, management, administration, and monitoring of an agency's computing environment, including application servers, utility servers (such as servers for intrusion detection and virus protection), system software, and storage devices. These services include operation and maintenance of hardware and system software, production job scheduling, data storage and database administration, and backup and recovery.

Network services

CGI Federal provides operations, management, and support for the communications required for an agency to access and use applications hosted by CGI Federal. These services include procuring and maintaining data center network infrastructure, and monitoring and measuring the performance of network operations. Agencies may procure network connectivity to the CGI Federal data centers either as part of our Shared Service Provider (SSP) capabilities, or independently through other contract vehicles.

Service desk

CGI Federal delivers user support for all aspects of the CGI Federal applications service. These services include management of client calls and incidents from notification through to closure; dispatch to expert support groups, such as data center, hardware, network, and security; and escalation and notification of problems according to standard operating procedures. The CGI Federal service desk develops and deploys rapid resolutions to new client incidents, as well as permanent solutions to prevent future incidents and problems.

Infrastructure services

CGI Federal provides common, standards-based procedures and technologies that facilitate the efficient, high-quality delivery of each technology management service component. CGI Federal develops, tests, and maintains the execution of a disaster recovery plan (DRP) and a continuation of operations plan (COOP). CGI Federal also maintains detailed configuration management information and is responsible for the management of each component of the financial system architecture, including servers, storage devices, network equipment, and system and application software.

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.