

From 2006 to 2011, CGI operates the biggest government technological platform in Québec

CENTRE DE SERVICES PARTAGÉS DU QUÉBEC

Québec City, Québec

Industry sector
Government

In 2005, the Direction générale des solutions d'affaires en gestion intégrée des ressources (Integrated Resource Planning Business Solutions Branch, or DGSAGIR) at the Centre de services partagés du Québec (Québec Shared Services Centre, or CSPQ) initiated the biggest IT and organization change project undertaken by the Québec government: the implementation of an enterprise resource planning (ERP) system to manage its human, financial, physical and computer resources. Affecting more than 75,000 civil servants and nearly 140 Québec government departments and agencies, the SAGIR system is the largest ERP implementation project in Canada. After rolling out the initial phase of SAGIR, the CSPQ turned to CGI to operate the system's technological platform, from 2006 to 2011.

The challenge

- Diversity, complexity and integration of technologies
 - Several operating systems
 - More than 70 logical environments, 7 of which are high availability
 - 150 infrastructure components
- Off-site technology recovery tests involving government bodies
- First large-scale managed services project for this client
- The DGSAGIR's goal was to enhance service delivery to its clients

The strategy

The DGSAGIR was seeking an accountable provider with managed services expertise. It chose CGI as its partner.

Proven methodologies

- The use of CGI's Client Partnership Management Framework adapted to outsourcing contracts to execute the due diligence review, determine infrastructure condition and establish a recovery plan
 - Review of operating procedures to stabilize and optimize operating services 24/7

Process formalization

To promote the adoption of a new management approach requiring greater discipline on the part of both parties, review of processes—such as capacity, incident and change management processes—and of introduction based on best practices (including ITIL)

Continuous improvement plan

- Development of a culture that encourages efficiency and quality gains
- Introduction of CGI's continuous improvement approach to support the circulation of improvement ideas and to prioritize and execute those ideas

Commitment to client satisfaction

- CGI team comprised of dedicated resources who are available outside of regular work hours
- Prompt resolution of critical incidents
- Performance of maintenance work with the least possible impact on users

The technology

- Oracle suite: Oracle ERP 11.5.10, Oracle DBM 10G and 11G, UCM, Discoverer, GRC, OEM, RMAN, ASM
- Suite of operational support tools: BMC NetBackup, Tripwire, RingMaster
- Operating systems: Sun Solaris 10, Redhat, Suse, Windows, TRU64
- Storage infrastructure: SAN, SSD, SAN managers
- Servers: Sun M9000 and M5000 and Intel servers, including several clustered servers
- Network: ACE load balancer, low latency switches, Bastion checkpoint

The results

- Score of 9.5/10 for the quality of services provided by CGI
- Service levels respected
- Recovery tests 100% successful

FOR MORE INFORMATION

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