



...experience the commitment™



Business Continuity Solutions

COMPANY PROFILE

A focus on the fundamentals

- 30+ years of long-term growth with 26,000 professionals in 100+ offices
- 8.9/10 satisfaction score from 2,400 signed client assessments
- Rigorous project monitoring resulting in 95% on-time, on-budget delivery
- Committed to world-class service levels with over 98% exceeded or met
- NYSE: GIB — TSX: GIB.A

End-to-end services

- Business process services
- Systems integration and consulting
- Technology and application management
- Complementary portfolio of proprietary software

Focused industry expertise

- Government and healthcare
- Financial services
- Telecommunications and utilities
- Retail and distribution
- Manufacturing, including oil and gas

CGI helps clients manage risk and achieve operational resiliency through business continuity (BC) programs based on risk management principles, client organization policy, and regulatory guidelines.

An enterprise approach to risk management

More than ever, managing risk is at the core of success. Unanticipated business interruptions can devastate the enterprise. It has become a top priority to safeguard reputation and provide for the continuity of operations to meet financial objectives, regulatory compliance, and consumer and citizen expectations.

CGI works with organizations to define the level of contingency planning required based on their internal risk profile to reduce the likelihood and impact of both manmade and natural threats to their operations.

The CGI Business Continuity Management approach and methodology supports the identification, assessment and development of your organization's policies and procedures for addressing operational risk should it materialize. It includes proper response, communication, assessment, execution, monitoring and reporting activities.

Reduce your risk of business disruption

CGI's consulting expertise extends to all aspects of BC planning across the enterprise value chain. Our approach includes the balancing of risk versus controls to achieve the continuity of your business operations, recovery of the supporting technological infrastructure, and the stability of your operational environment to resume and sustain activities.

CGI's engagement framework emphasizes acquiring an in-depth knowledge of each organization's culture and unique needs. CGI's approach also fosters accountability among an organization's leaders and the managers responsible for critical business processes. Personnel at all levels of the organization are included in the planning process to ensure a sound and practical plan.

Your partner of choice

CGI offers a proven track record of delivering a full suite of risk management services and solutions that meet various international standards and guidelines. CGI enhances the value proposition of our services through thought leadership and industry expertise. CGI consultants are industry practice influencers, serving as professional practice board chairs, authoring various articles and white papers, and presenting at industry conferences.

Statistics verified as of September 2009.

Our services

Our comprehensive BC offerings assist in hardening your critical business functions and supporting applications and data to provide fast, reliable customer service anytime, anywhere. Our experts analyze, recommend and assist the implementation of reliable strategies and solutions to satisfy operational requirements and accommodate growing business needs.

Offerings include:

- Business continuity (BC) and disaster recovery (DR) planning
- Contingency strategy and emergency/disaster response solutions
- Continuity of operations planning (COOP) and critical infrastructure protection (CIP) planning
- Pandemic response planning
- Risk assessment (RA) and business impact analysis (BIA)
- Crisis management and communications response planning
- Awareness, testing, training and exercise (TT&E) programs
- Business continuity program management

Related services include:

- Risk management
- Information security
- Compliance
- IT service management

Client benefits

CGI offers more than 30 years of BC planning experience across a wide range of organizations in various sectors, including government, energy, finance, manufacturing and not-for-profit.

Key benefits our clients achieve include:

- Protection of key assets and their value
- Preservation of important trust relationships with client and partners
- Balanced legislative and regulatory compliance
- Managed investments
- Increased service quality
- Focused holistic, enterprise-wide approach
- Tested and proven methodologies
- Balanced enterprise risk management

OUR APPROACH

CGI's BC objective is to assess, design, develop and implement *security solutions* for our clients that securely manage and integrate disparate security solutions, on multiple levels, across the entire spectrum of an enterprise.

Accreditations/certifications

- CGI actively supports consultants' pursuit of professional industry certifications
- Certification examples include CBCP, PMP, CISSP, CISM, CISA and ITIL - Practitioner and Service Manager

Frameworks, standards and compliance control

- Repeatable, customizable process and extensive use of templates built around flexibility
- Methodology based on private and public sector frameworks and best practices (examples: CMMI, FISMA, ISO and ITIL)
- Recommendations driven by the value and priority of the organization's core business processes instead of focusing exclusively on the technology components

Contact us at info@cgi.com for more information on CGI's information security solutions and services.