

EXECUTIVE UPDATE

Industry analyst groups have a powerful impact on the IT marketplace, spreading company and solution awareness and advising government organizations. That is why CGI's relationship with the analyst community is a top priority, providing them with regular briefs on our company strategy and services, product demonstrations and leveraging their expertise for research inquiries. [More »](#)

PROGRAM UPDATE

Grant Management and Grant Accounting Best Practices

With the bulk of state and local government operating budgets coming from grant funds, and more added to Grants.gov and Recovery.gov every day, investing in the right grant management solution will make the difference between maintaining the status quo or securing greater funds in these tough economic times. [More »](#)

Maricopa County, AZ Minimizes Costs, Maximizes Operating Efficiencies with CGI's Managed Services

Fairfax, Virginia, November 12, 2009 – CGI Group Inc. (TSX: GIB.A; NYSE: GIB), a leading provider of information technology and business process services, today announced Maricopa County, Arizona has gone live with the hosted solution for AMS Advantage® Financial Management. The five-year, \$4.8 million contract includes the option for a five-year extension, adding to the 50+ federal, state and local agencies that are supported by systems hosted and managed by CGI. [More »](#)

CLIENT SUCCESS

Upcoming User Group Steering Committee Elections

In January, the voting process begins for your client-elected User Group Steering Committee. Did you know that each month, your User Group Steering Committee reviews and provides feedback on all potential AMS Advantage enhancements? This client-driven feedback is a critical step in the funding, planning and launching

CLIENT SUCCESS

Monterey County, CA Improves Efficiency and Control with AMS Advantage



An AMS Advantage Financial Management client since 1985, including budgeting and procurement, Monterey County, CA was looking to modernize. The aging technology required a large amount of manual effort and paper processing. This coupled with their manual human resources process, a stand-alone payroll system and no integration with financial management, required a high level of redundant data entry and data inconsistency. The County recognized they were not moving in the right direction.

[More »](#)

Benefits of Upgrading to the web-based AMS Advantage 3



[More »](#)

AMS Advantage Client News

of new functionality, such as the new user interface, as well as new products, including Grant Lifecycle Management. **More »**

The AMS Advantage client community has had a busy year, moving to the web-based solution and keeping pace with upgrades to take advantage of functional enhancements, including the new user interface, as well as new functionality, such as Grants Lifecycle Management. **More »**

Letter from Pat Colacicco, Vice President, AMS Advantage Program



Industry analyst groups have a powerful impact on the IT marketplace, spreading company and solution awareness and advising government organizations. That is why CGI's relationship with the analyst community is a top priority, providing them with regular briefs on our company strategy and services, product demonstrations and leveraging their expertise for research inquiries.

In the last quarter, the AMS Advantage team continued their collaborative exchanges with key industry analysts from Gartner and Forrester. In August, we briefed Gartner on the ARRA extension for our Grant Lifecycle Management (GLM) module, and in September we discussed our upcoming interactions with Forrester for the quarter.

Here are some of the items we shared with them and will continue to share with the analyst community:

- [Grant management](#) is a hot topic in state and local government, something analysts are watching carefully. Here two new CGI white papers cover this priority topic from both a business and technical perspective.
- Managed Services is an approach to day-to-day operations that more and more governments are considering when looking to refocus staff on more critical business activities. Learn about the recent move to managed services by [Maricopa County, Arizona](#).
- The client community is always on the forefront of our minds whenever we meet with an analyst, and sharing your success stories is just one way of sharing. Here [Monterey County, California](#) talks about their upgrade.
- Not everyone has made the move to Web-based technology, but they are still an important part of our client community. Here several clients talk about the [benefits of upgrading from AMS Advantage 2 to AMS Advantage 3](#).
- Analysts love to hear about how client collaborations drive AMS Advantage product direction, and that is why we talk about the client-led [Steering Committee](#). This is a good reminder to consider running for the open seats - and the election process coming in January.

Enjoy the fall!

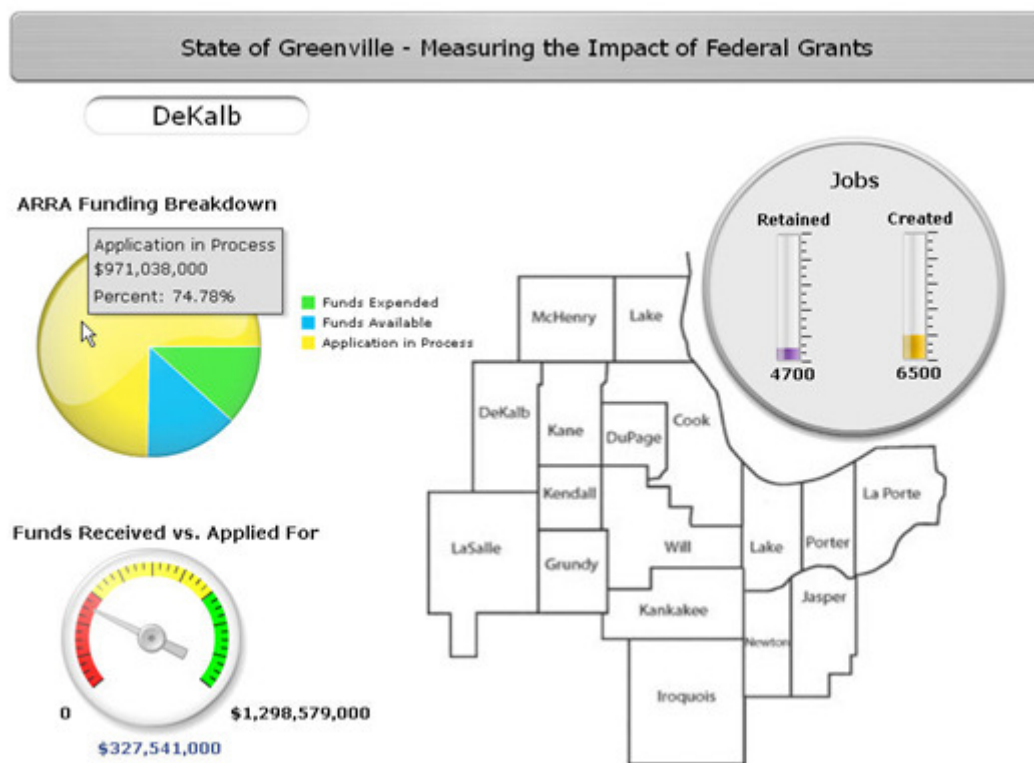
Grant Management and Grant Accounting Best Practices

With the bulk of state and local government operating budgets coming from grant funds, and more added to grants.gov and recovery.gov every day, investing in the right grant management solution will make the difference between maintaining the status quo or securing greater funds in these tough economic times.

CGI's built-for-government AMS Advantage ERP solution includes two out-of-the-box modules that work in concert to support the grants business process, including ARRA reporting: Projects & Grants and Grants Lifecycle Management (GLM).

With CGI's Grant Lifecycle Management (GLM) solution, state and local governments centralize this critical process, automating activities, and capturing non-financial information. Projects & Grants captures the financial information from opportunity to closeout. Together, they capture information for reporting, effective analysis, compliance and auditing and keep grant managers, executives and auditors up to date and on track.

Plus, with integration to *grants.gov*, organizations view available grants from inside Grants Lifecycle Management. With greater access to information, they take control over the grant lifecycle and analyze funding streams to minimize "lost" funds and increase the capture of new funds. For ARRA reporting, including a wide range of new performance indicators, such as job creation and retention, CGI's solution aggregates key reporting metrics associated with funding recipients. A visual, interactive dashboard turns a magnifying glass on funds and the impact they create. The integrated, centralized repository sends required data to the Office of Management and Budget's (OMB) central repository.



Use these two new CGI white papers to explore the out-of-the-box functionality of these two

modules, from a business and technical perspective.

- **[Greater Efficiency for Greater Funds and ARRA Reporting for Transparency and Accountability](#)**. A feature-by-feature walk-through Grant Lifecycle Management functionality, including identifying awards, managing applications, monitoring amendments and tracking award spending.
- **[Grant Management and Grant Accounting Best Practices](#)**. A look at specific best practices AMS Advantage clients can use to maximize their management of grants.

For more information on CGI's Grant Lifecycle Management solution, contact Hilary Singho at hilary.singho@cgi.com.

An Update from the AMS Advantage Steering Committee Chair

It's been just over a year since I became the Chair of the Steering Committee and now it's time to report on the actions of the Steering Committee from then until now.

Major activities of the Steering Committee include: We met each month to review enhancement requests and concept papers. We also prioritized requests for inclusion with Release 3.9. We continue to assist in planning for the Virtual Forum, specifically the session content for each major product "track," and presented revised by-laws to the User Community to provide clarification and eliminate confusion for future Steering Committees. We also welcomed, among others: Scott Dulman as Senior Director of Product Development, Mark Ross as the new Director of the Customer Support Group, Hilary Singho as the new Product Manager of AMS Advantage Financial, and Carlos Maglalang as the new Steering Committee coordinator.



Each year, the Chair announces an initiative that he or she wants to focus on during their term as Chair. As I stood before the AMS Advantage User Community last year in Hollywood, CA, I stated that my initiatives for the year would be to expand on the great ideas of past Chairs. The following is a report on how we did:

- Establish a Procurement Discussion Group

Top on the list was to create a Procurement Discussion Group to bring together AMS Advantage Procurement specialists and CGI staff to assist in providing guidance for procurement functionality in release 4.0 and beyond. The focus was on identifying 'bigger than a bread basket' issues. This was an extension of the initiative of last year's Chair, Fran Pinkston (Commonwealth of Kentucky). So far, this group has met a number of times and is working on prioritizing all the great ideas that came out of the group. Thanks to all of the client sites and CGI staff who participated. And, a special thanks to David Hay for coordinating the group and keeping us on target. Everyone knows that time spent attending these meetings is time away from normal job responsibilities. But, I do believe that everyone will benefit from the discussion and ideas provided by those who participated.

- Increase Client Participation in the Discussion Gateway

Another goal was to increase client participation in the Discussion Gateway (which was originally the initiative of Kathie Still, Commonwealth of Massachusetts). Since October 1, 2008, 445 new users have logged into the Advantage Support Site/Discussion Gateway, for a total of 2,524 accounts. This is an increase of over 21 percent! I encourage all clients to continue to sign up for the Discussion Gateway and actively participate in discussions, both by asking questions and answering the questions of your fellow users.

- Expand User and Focus Groups

So much of what we can learn about new functionality, about how to improve our own processes, and provide direct input to CGI on future enhancements comes from two-way communication among users and also with CGI staff. I believe that an easy way to accomplish this is through Focus and User Groups, so I wanted to expand on an initiative started by Radcliffe Brown from Palm Beach County, Florida. Over the past year, we've welcomed a number of new focus groups and user groups as well as formed the Procurement Discussion Group. One user group that is in process targets client staff who work with

Security and Workflow. Information on all of these groups can be found on the Discussion Gateway under "Focus Groups and Special Interest Groups."

Overall, I think we had a very successful year as a Steering Committee, and I hope you believe the information above supports my belief. Of course, I didn't do this alone. I want to thank all of the current Steering Committee members for their guidance, participation and willingness to get involved. Without help from all of the Steering Committee members, we would not have been successful. The following is a list of all of the current Steering Committee members and the seat they are representing:

- Jackie Holland, Columbus Consolidated Government, GA (FM – Technical)
- Janet Laszlo, City of Anaheim, CA (Employee Benefits)
- Jerry Gearheart, State of Utah (FM – Functional, Vice Chair)
- JuneMarie Perkowski, Baltimore County, MD (HR – Functional)
- Fran Pinkston, Commonwealth of Kentucky (Procurement)
- Kathie Still, Commonwealth of Massachusetts (FM – Functional)
- Leslie Randall, Baltimore County Public Schools, MD (Payroll – Functional)
- Lori McClannahan, State of Iowa (Application Administration)
- Mason Campbell, City of Roanoke, VA (infoAdvantage)
- Robert Davis, Los Angeles County, CA (HR – Technical)
- Robin Morgan, Southwest Florida Water Management District, FL (Materials Management)
- Trucynda Hawkins, City of Tucson, AZ (Budget)

I also need to thank all of the Product Managers and other CGI staff who worked beside us all year long and provided insight and information so informed decisions could be made. Thanks too, to Carlos Maglalang, Hilary Singho and Wendy Ruehlman who kept us organized and on track all year. And I can't forget Cheryl Smith. Without her friendly reminders and assistance, I may never have met a deadline for articles for this newsletter! Thanks, too, to all of my fellow users throughout the United States for actively participating in the development of our software. Last but not least, I want to thank Pat Colacicco, CGI Vice President of the AMS Advantage solution. Without his leadership and support, I believe that our opportunities to be actively involved in the direction and development of the Advantage product wouldn't be what they are today.

Good Luck to your next Chair, Jerry Gearheart (State of Utah) and next year's Steering Committee. I've known Jerry for many years and know he will do a fantastic job as your Chair! Thank you for letting me serve as your Chair over the past year. Being on the Steering Committee and serving as your Chair has been a rewarding experience. I encourage everyone to participate in one or many of the multiple ways available to you – by running for a seat on the Steering Committee, utilizing the Discussion Gateway and participating in Focus, User and Discussion Groups. Have a wonderful fall and Happy Holiday season!



AMS Advantage

VOTE

Upcoming User Group Steering Committee Elections

In January, the voting process begins for your client-elected User Group Steering Committee. Did you know that each month, your User Group Steering Committee reviews and provides feedback on all potential AMS Advantage enhancements? This client-driven feedback is a critical step in the funding, planning and launching of new functionality, such as the new user interface, as well as new products, including Grant Lifecycle Management.

Beginning in December, we will introduce you to each candidate, their experience, responsibilities and goals for running to prepare you for the election process. In January, CGI and the Steering Committee will introduce a new, easier way to vote, eVoting. Instead of an exchange of ballots via snail mail, Site Primary Contacts will receive links with access to an online voting tool to cast their votes.

Your colleagues from around the country, representing AMS Advantage clients from states, cities, counties and schools have submitted for nomination to next year's User Group Steering Committee for the following available seats:

- Financial Management/Functional
- HR/Technical
- Application Administration
- AMS infoAdvantage

All maintenance paying clients who hold a license for an AMS Advantage product, including Financial Management, HRM, Procurement, Budgeting, AMS infoAdvantage and BRASS, participate in the election process, with the Site Primary Contact casting their votes.

Who will represent your needs in future releases of AMS Advantage? You decide with your vote.

For more information, please contact Mark Ross at mark.ross@cgi.com.

Monterey County, CA Improves Efficiency and Control with AMS Advantage

An AMS Advantage Financial Management client since 1985, including budgeting and procurement, Monterey County, CA was looking to modernize. The aging technology required a large amount of manual effort and paper processing. This coupled with their manual human resources process, a stand-alone payroll system and no integration with financial management, required a high level of redundant data entry and data inconsistency. The County recognized they were not moving in the right direction.



Following an independent assessment by the Government Finance Officers Association, the County selected an upgrade to the Web-based AMS Advantage ERP solution, expanding their investment to include the fully integrated Human Resources/Payroll system.

This recent [Monterey County](#) case study takes a look at the County's challenges, strategy and results of their upgrade project, as well as what they are working on now.

"CGI experts speak the business of government," said Ed Munoz, "Every consultant understands how governments operate and how AMS Advantage ERP can best support their unique requirements. This went a long way to controlling the scope and budget of the County's project."

This is the third year in a row CGI and AMS Advantage have been honored by our clients and the Center for Digital Government with a [Best Fit Integrator Award](#).

For more information on CGI's state and local government case studies, or to discuss developing your own case study, please contact cheryl.smith@cgi.com.

Benefits of Upgrading to the web-based AMS Advantage 3

Since the availability of the web-based AMS Advantage 3, over 60 clients have chosen to upgrade, including the largest city and largest county in the United States, New York City, NY and Los Angeles County, CA. Other existing clients, for example, City and County of Honolulu, HI, Orange County, CA, Volusia County, FL and City of Springfield, IL, have chosen to upgrade and expand their modules. In addition, new clients, including Wake County, NC and City of Cleveland, OH have joined the client community following a competitive procurement.

New clients, such as Wake County, NC, and the California Transportation Department, the largest DOT in the United States, joined the AMS Advantage client community following a competitive procurement.

Whether they are states, cities or counties, CGI clients all have one thing in common—their goals for efficiency, accountability and transparency.

Here, a number of clients talk about how their move to AMS Advantage Release 3 is addressing their priorities for efficiency, accountability and transparency.

- [Access to information](#)
- [Improved efficiency](#)
- [Reduced operational risk](#)
- [Streamlined reporting](#)

Now, with Release 3.8's enhanced user interface, the benefits of upgrading are greater than ever. The Rich Internet Applications (RIA) technology, has allowed CGI to develop an exciting new face for AMS Advantage Financial Management and Human Resources Management. The result? Quicker navigation, faster editing and data entry, reduced scrolling, and increased personalization. [See the new user interface.](#)

The user interface enhancements are just some of the benefits of upgrading to AMS Advantage 3.8, the latest release of CGI's web-based AMS Advantage ERP solution. Here are the top ten reasons clients should consider upgrading:

1. New Dashboard module puts visual, interactive analytics in the hands of managers, driving more informed decisions for increasing effectiveness and efficiency
2. Enhanced User Interface eases navigation through the personalization of fields and a document spreadsheet mode to decrease the time needed for data entry and viewing information, plus a re-written User Help is more process driven
3. Greatly expanded functionality within the Salary and Benefits Forecasting module to allow users to more easily and effectively forecast salary and benefit costs
4. Features such as Performance Budgeting's Import Directly from Excel reduce the time spent entering/analyzing budget data to improve efficiency
5. Increased functionality for Cafeteria Benefits allows for implementing a robust Cafeteria Benefits program to achieve cost savings
6. Enhancements to fundamental HRM capabilities, such as employee performance evaluations and employee training scheduling, can replace secondary systems

7. New workflow comparison capabilities
8. Maintain technology with architecture updates, take advantage of the new lower-cost Linux for Oracle platform
9. Reduce printing and storage costs with "Secure Forms Printing"
10. New Grant Lifecycle Management module offers centralized repository to track details, automated reminders, set up to streamline process, integrated Cost Accounting, plus grant performance reporting (grants.gov, recovery.gov) and ARRA compliance

Ready to learn more? [Check out Release 3.8](#) on cgi.com/amsadvantage. Or contact Paul Dickinson at paul.dickinson@cgi.com today to discuss your upgrade.

AMS Advantage Client News

Whether it is streamlining business processes, taking advantage of new functionality or just staying current on maintenance, one thing is clear: the AMS Advantage client community continues to transform.

Congratulations to the following CGI clients that have recently gone live with AMS Advantage 3:

- Broward County, FL is live with AMS Advantage 3 Vendor Self Service, September 2009.
- Monterey County, CA is live with AMS Advantage 3 Vendor Self Service/Vendor Registration, September 2009.
- City of Cleveland, OH is live with AMS Advantage 3 Performance Budgeting, October 2009.
- Volusia County, FL is live with AMS Advantage 3.7 Financial Management, October 2009.

Congratulations to the following CGI clients that have recently upgraded:

- Commonwealth of Kentucky upgraded from BRASS to AMS Advantage 3.8 Performance Budgeting, including a Business Objects upgrade to BOXI R3.1, August 2009.
- City of Gainesville, FL upgraded from Release 3.7 to AMS Advantage 3.7.0.2 Financial Management and HRM, August 2009
- Los Angeles County, CA upgraded from 3.6.0.2 to AMS Advantage 3.8 Financial Management and Performance Budgeting, September 2009
- City of Cincinnati, OH upgraded from 3.5.0.1 to AMS Advantage 3.7.0.2 Financial Management, October 2009.

The AMS Advantage client community has had a busy year, moving to the web-based solution and keeping pace with upgrades to take advantage of functional enhancements, including the new user interface, as well as new functionality, such as Grants Lifecycle Management.

Here is a round-up of activities over the past year:

- City of Cleveland, OH went live with Sympro Investment Management in January 2009.
- Monterey County, California went live with AMS Advantage Performance Budgeting in January 2009, followed by AMS Advantage Learning and Sympro Investment in March 2009.
- City of Springfield, IL went live with AMS Advantage Recruiting in March 2009, followed by AMS Advantage Financial Management and Maximo in February 2009.
- City of Midland, TX went live with AMS Advantage Human Resources Management/Payroll in April 2009.
- Los Angeles County, CA went live with AMS Advantage Talent Management in January 2009, followed by sixteen additional departments in February, twelve in March and six in April 2009.
- City and County of Honolulu, HI upgraded AMS Advantage Financial Management and HRM from 3.6.0.2 to 3.7.0.2 in February 2009.
- Northern Arizona University, AZ upgraded from AMS Advantage Financial Management 3.5.1.2 to 3.7.0.2 in April 2009.
- City of Cleveland, OH implemented Sympro Debt Management and Archibus Work Orders in production, April 2009.
- Aldine Independent Schools, TX implemented AMS Advantage HRM, including Payroll in live

production, May 2009.

- Monterey County, CA implemented AMS Advantage Financial Management and Performance Budgeting, in live production, July 2009.
- Orange County, CA implemented AMS Advantage Financial Management in live production, July 2009.
- Cobb County Schools, GA implemented with AMS Advantage Financial Management in live production, July 2009.
- Maricopa County, AZ is live with the hosted solution for AMS Advantage 2 Financial Management, May 2009.
- City of Anaheim, CA upgraded AMS Advantage Financial Management and HRM from 3.4.1 to 3.7.0.2 in July 2009.

Do you have news to share? Contact Cheryl Smith at cheryl.smith@cgi.com.