CGI

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CGI Framework, Processes and Tools

CGI's Client Partnership Management Framework (CPMF) covers every aspect of our IT outsourcing engagements, including service offerings, contract negotiations and service delivery, and makes use of the best processes and tools available. Through our CPMF, we help our outsourcing clients boost efficiencies and ensure quality while benefitting from competitive pricing and services.

Framework

CGI's Management Foundation defines the principles, processes, methods, tools and metrics required to deliver our IT outsourcing services. Built on our collective expertise and experience, CGI's Management Foundation includes three major frameworks, one of which focuses on high quality service delivery to our clients—the Client Partnership Management Framework (CPMF). CPMF covers every aspect of our engagements, including our end-to-end service offerings, and makes use of best-in-class processes and tools adaptable to our clients' requirements.

CPMF is an effective operating framework that delivers:

- Common practices across multi-disciplinary teams of professionals
- Accelerated delivery through enhanced productivity
- Continuous efficiency gains and cost savings, including competitive pricing
- Improvement throughout the IT services life cycle
- Fast response and problem solving
- High satisfaction levels for end users and clients

Processes

CGI's CPMF processes incorporate the industry's best standards and practices (such as ITIL®, PMI®, PMBOK®, ISO-12207, ISO-9001, ISO 27002, IEEE-1074, SEI-CMMI and COBIT), which support our full range of service delivery offerings, including transition and transformation.

CPMF also includes robust processes and methods required to manage and support IT outsourcing services engagements, independent of their scope and size. The following describes some of our key processes and methods.

- **IT governance model processes:** Ensure alignment and clear delineation of responsibilities among the four stakeholders of IT (i.e., client executives, lines of business, IT strategic function and IT execution function).
- **ProAction-AS model:** A CGI-developed end-to-end application development and maintenance model that empowers high-performing teams to consistently deliver the highest quality at the optimal cost/performance ratio. It encompasses all application maintenance and development methodologies such as:
  - **Concert™:** A waterfall system development and integration methodology
  - **IConcert™:** A lean, rapid and agile system development methodology
- **CGI Unify360:** CGI IP that manages systems, including cloud delivery options, as well as a single management platform for hybrid IT operations, brokerage, governance, and security.

KEY CLIENT BENEFITS

- High quality service delivery
- Increased efficiencies
- Competitive pricing
- Industry best standards and practices
- Access to the latest tools and technologies
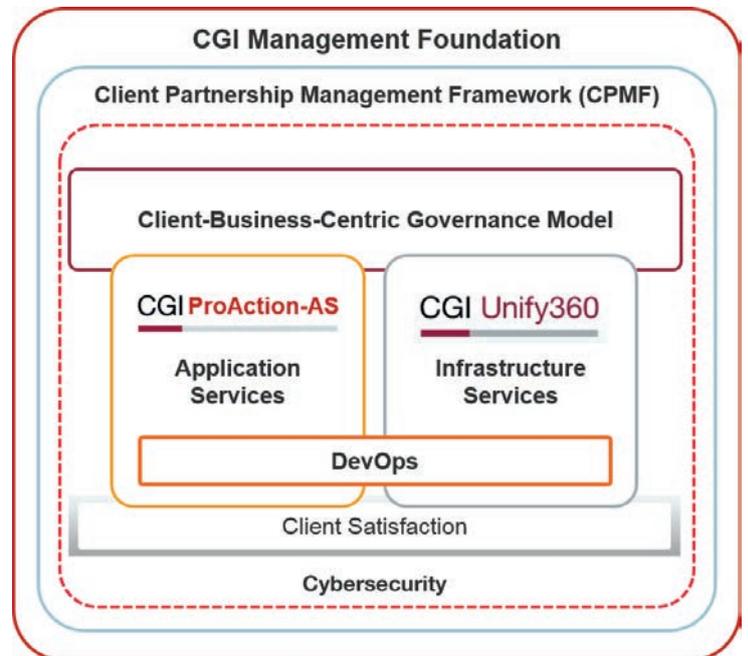
- **DevOps:** Removes cultural and organizational silos between the four stakeholders. DevOps provides a holistic and balanced blueprint of processes and self-directed teams integration and tooling automation to deliver end-to-end IT development, operations and quality services resulting in improved IT performance and cost efficiency.

- **Cybersecurity:** As a mandatory business requirement that is essential to build trust, CGI ensures clients, partners, and our employees' data and systems are secured from threats, misuse or unauthorized access at all times.

  Security is "baked-in", aligned with industry best practices and integrated into CGI day-to-day operations as part of everything we do and everything we deliver: from infrastructure and networks, to mobile applications, to employee education and business continuity.

Tools

Another important feature of the CPMF is the range of integrated outsourcing tools that utilize the latest technologies and enable our IT professionals to complete projects quickly and efficiently. These include the following toolsets:

- **Application maintenance and development:** ProAction-AS-Workbench includes features to support operations and project management, waterfall and agile development, DevOps, automation and robotics.

  ProAction-AS-Workbench also leverages CAST and SonarQube, which are third-party industry recognized solutions to improve application code quality controls, accelerate early discovery of defects and enhance knowledge retention of systems that supports your business.

- **Automation and robotics:** Mont'oo and iOOra are both CGI's IP. iOOra is an orchestrator that monitors and executes real-time events with automation. Mont'oo is a self-learning correlation engine that optimizes service delivery in real time.

  Both CGI tools leverage a well-established library of automation scripts that accelerates the introduction of automaton and robotics agents, resulting in faster implementation, improved systems availability and performance.

- **Knowledge and collaboration:** CynerGI™ is a unique pan-CGI knowledge and collaboration platform that facilitates knowledge sharing and distribution.

- **Service management:** BMC remedy, an ITIL® service management solution, is used to manage incidents, problems, configurations, changes, and versions.

- **Engagement governance:** CGI's internal ERP toolset manages timesheets, expenditures, employees, contracts and invoicing.

Measuring client satisfaction

As part of our Client Satisfaction Assessment Program (CSAP), we conduct regular face-to-face client satisfaction reviews to ensure the successful delivery of expected benefits. Clients and CGI together ascertain overall client satisfaction and identify any points requiring improvement and/or address any concerns promptly.

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ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including becoming customer-centric digital organizations.

We deliver an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions that help accelerate clients' results.

CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients accelerate results, transform their organizations and drive competitive advantage.

For more information about CGI, visit www.cgi.com, or contact us at info@cgi.com.

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