

For internal use only

# ASOP: Application Services Optimization Program



**I**ntroducing ASOP: A unique, future-oriented CGI approach to system development and management that creates more value for CGI as well as our clients

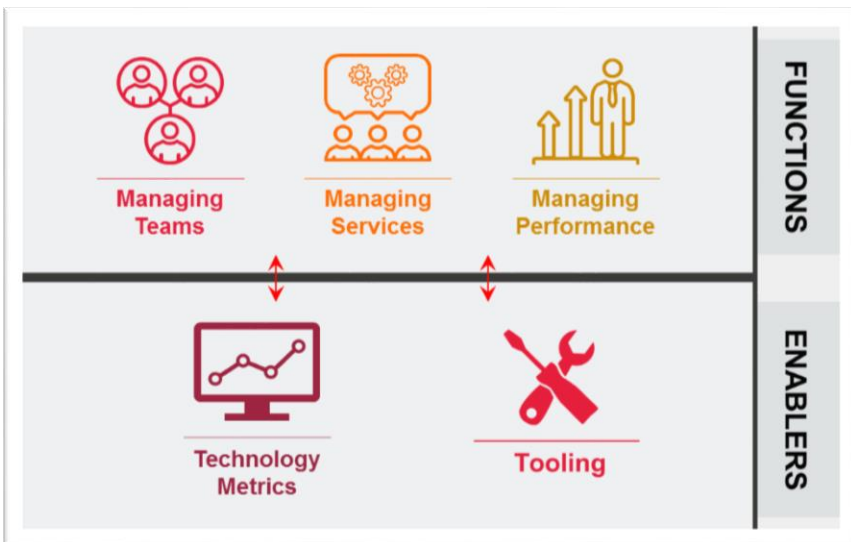
**ASOP IS BUILT ON BEST PRACTICES AND AN EFFECTIVE WORKBENCH WITH TRIED AND TESTED TOOLS. WITH ASOP, WE RAISE THE BAR FOR ALL ASPECTS OF APPLICATION MANAGEMENT.**

Even good things can be improved. That's why we are now deploying ASOP (Application Services Optimization Program) for optimized management and services.

ASOP replaces our previous AMS program, ProAction, and is the result of CGI's numerous years of experience in powerful combination with best practices, industry standards and - not least - our well documented and recognized management foundation.

With ASOP, CGI's application management and services become an even more efficient engine for additional value creation. For our clients and for CGI, both locally, regionally and globally.

ASOP drives continuous improvements that increase the efficiency of CGI and our clients. It also brings a team driven, high performance approach to all aspects of application management in our engagements.

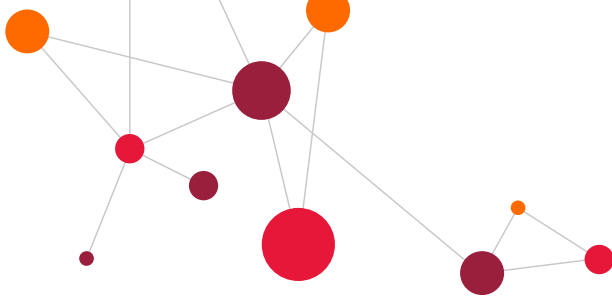


## CGI APPLICATION SERVICES OPTIMIZATION PROGRAM (ASOP)

- Managing teams
- Managing services
- Managing performance and continuous improvements
- Effective tool support

ASOP is an efficient engine for additional value creation. For our clients and for CGI.

The toolbox is available for CGI engagements at no cost.



## ASOP MAIN FEATURES

### Managing Teams

At collection of best practices for team members to easily collaborate, share knowledge and monitor status immediately. Based on well established, agile practices (e.g. Scrum).

### Managing Services

This is where the actual work is done - with standardized workflows (e.g. based on ITIL) continuous time and status reporting and use of historical data for planning estimates.

### Managing Performance

Here, it is about turning data to information. By using various KPIs, information can serve as conversation starters - and further strengthen innovation and continuous improvement.

## THE WORKBENCH: A POWERFUL TOOLBOX

At the core of ASOP's main features is the powerful toolbox, 'The Workbench'

Modern application development and application management require a capable toolbox that supports all team roles and all aspects of ALM (Application Lifecycle Management).

ASOP Workbench offers complete support for everything. Its tools are based on the Atlassian suite, extended with a range of third party plug-ins and integrations to other tools such as PSA and Remedy.

The toolbox supports best practices for CI and DevOps and is available for CGI engagements at no cost. The Northern European ASOP workbench environment is operated in Sweden.

## KEY TOOLS IN ASOP

- **JIRA** – activity and change management
- **Confluence** – documentation and collaboration
- **JIRA Service Desk** – client submission of new activities and follow-up
- **Xray** – test management (JIRA plug-in)
- **Bamboo** – build and deploy to environments
- **Bitbucket & Git** – source code management
- **SonarQube & CAST** – static source code testing
- **eazyBI** – BI reporting and dashboards (JIRA plug-in)
- **Tempo Timesheets** – simple time tracking and follow-up in JIRA w/integration to PSA (JIRA plug-in)

## HELP TO GET STARTED

When you begin using ASOP, help is near from fellow CGI members with experience from other client projects. You will be guided in the right direction, when and where you need it.

E-mail to

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or call

Peter Dalgaard on + 45 29 48 11 16

