CGI framework, processes and tools

CGI

CGI's Client Partnership Management Framework (CPMF) covers every aspect of our managed IT services 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 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 managed IT and business process 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
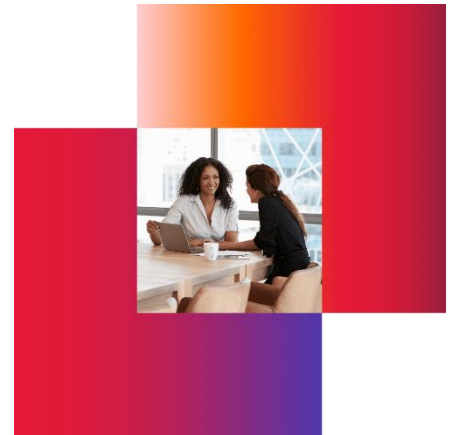
Key client benefits:

- High quality service delivery
- Increased efficiencies
- Competitive pricing
- Industry best standards and practices
- Access to the latest tools and technologies

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 managed IT and business process services engagements, independent of their scope and size. The following describes some of our key processes and methods.

- **IT governance model and processes:** Ensures alignment and clear delineation of responsibilities among the four stakeholders of IT (i.e., client executives, line of business, IT strategic function and IT execution function)

- **CGI Application Services Optimization Program (ASOP):** ASOP is 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 market recognized methodologies complemented by CGI's experience, which enables clients to benefit from a consistent traditional, agile and DevOps delivery performance at an optimal price and performance ratio.

- **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.
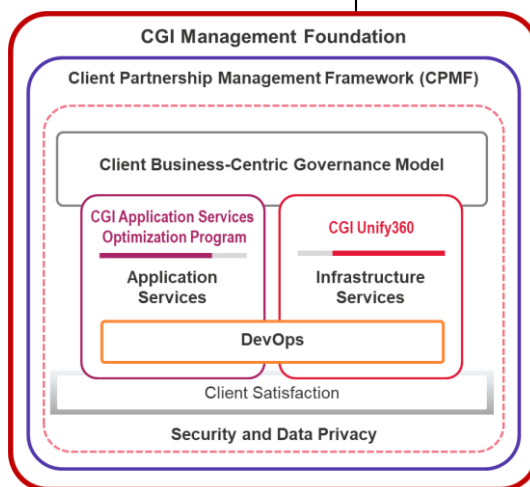
Tools

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

- **Application maintenance and development:** CGI ASOP-Workbench includes features to support operations and project management, waterfall and agile development, DevOps, automation and robotics.
- **Cybersecurity and quality controls:** CAST and SonarQube are third-party industry recognized solutions to improve application code quality and strengthen cybersecurity controls.

About CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information
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Email us at info@cgi.com

- **Automation and robotics:** CGI ServiceInsight and CGI SiteReliability360 are both CGI IP. CGI SiteReliability360 is an orchestrator that monitors and executes real-time events with automation. CGI ServiceInsight is a self-learning correlation engine that optimizes service delivery in real time, improving system availability and performance.
- **Knowledge and collaboration:** CGI's information and collaboration platform facilitates knowledge sharing and distribution globally.
- **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, 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 areas for improvement, as well as address any concerns.

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