



Enterprise Service Management

Contracting body

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CGI

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Service Definition overview

CGI's Service Management processes are ITIL aligned and fully committed to the ITIL Service Management framework. Our framework has been designed for operating within multi-supplier environments and managed under strict change control and fully complies with the requirements of the ISO 20000 standard and ISO 9001 quality standards.



Figure 1 - ITIL Logo

Why CGI?

Our global network of delivery centres is designed to be able to deliver all of your baseline requirements at scale. Our global centres are integrated through standardised operational tools and processes and service standards. We ensure consistent levels of high-class service delivery, globally.

We constantly benchmark ourselves against the leaders in industry. We were the first Service Desk globally to achieve a 5 Star Accreditation with the Service Desk Institute (SDI) – the organisation who set the standard for Service Excellence. This demonstrates our dedication to delivering best practice and attracting the best people, whilst enabling us to continually identify measurable areas of improvement. CGI was also the first organisation to receive endorsement from itSMF UK for our ongoing commitment to professionalism in service management under the Professional Service Management Accreditation.



Figure 2 - CGI's 5* Certification from the Service Desk Institute

1. Service Description

Our Service Management processes are built into our supporting Service Management toolset (ServiceNow ITSM), and are maintained under strict change control, supported by local procedures and client specific work instructions.

The foundations upon which our Service Management processes are built, enable on-going high-quality delivery:

- ISO 20000 - CGI has adopted ITIL-aligned processes and guidelines for many years. They are dynamically adapted to underpin CGI as an outsourcing service provider and are fully aligned with the requirements of the ISO20000 standard. CGI holds ISO20000 certification for several existing client services and is closely involved with the on-going development of the ISO20000 family of standards.
- ISO9001 - CGI has held ISO9001 certification for over twenty years. Our integrated management system reflects best practices and experiences of over thirty years of industry knowledge.

CGI's Service Management processes have been developed and refined through experience delivering to numerous clients across varying industry sectors to provide a standard, ITIL aligned, best practice approach. We recognise that CGI's procedures and work instructions need to be flexible, reflecting the needs of the business and incorporating agreed working practices with other suppliers. With this in mind, we adopt a collaborative approach to agreeing the appropriate processes, policies and standards. In establishing the Service Management service, we work with our clients to review with them:

- The CGI standard processes and procedures, compared with existing client policies, processes and procedures.
- Specific client requirements.
- Any current process challenges and opportunities for process improvement.
- Any gaps between client required process elements and the CGI standard process.

Our collaborative approach to process design and development closely ties our Service Management operations, aligning all stakeholders and fostering a 'one team' approach. See below for a high-level description of our Enterprise Service Management services:

Function	Description
Major Incident Management (MIM)	When a major incident is declared, our specialist MIM team takes immediate ownership, confirming the priority, engaging the right stakeholders and driving the incident through to a fast and controlled resolution. The team brings together the required technical experts on a coordinated Major Incident channel/call, ensuring focused collaboration and clear, timely communication throughout. A structured resolution plan is created, shared and actively managed, giving clients confidence that service restoration is being led by experienced professionals dedicated to minimising disruption and restoring normal operations as quickly as possible
Problem Management	CGI's Problem team will undertake both proactive and reactive Problem Management functions and capabilities. Proactive Problem Management will focus on trend analysis, trying to identify a Problem before it causes a Major Incident. Reactive Problem Management is associated with identifying the root cause of Major Incidents, and those deemed worthy of further investigation, will also create, and manage Known Errors through to resolution. In all cases the Problem Management process will coordinate investigations, to identify the root cause and initiate actions to either identify a permanent fix or to mitigate accordingly, via a more robust workaround.

Function	Description
Change Management	CGI delivers a mature, ITIL-aligned Change Management service designed to enable safe, efficient and controlled change across complex, multi-sourced environments. Our approach combines proven methodology with carefully selected tooling to minimise risk, protect service continuity and reduce disruption to users and business operations. The process is clear, easy to engage with and avoids the unnecessary bureaucracy often associated with change control. We mandate full stakeholder participation and apply strict governance, ensuring all changes undergo proper impact assessment and approval and that any request falling outside these standards is appropriately challenged and corrected before progressing.
Service Asset and Configuration Management (SACM)	CGI's SACM approach underpins efficient and effective Service Integration services by acquiring top level, consolidated information about all Configuration Items (CIs). We will deploy this process across the service and use the information on CIs to support all other Service Management processes. This approach will provide a valuable source of management information about the volume and nature of IT assets across the end-to-end service. This will support informed decision-making, rapid incident diagnosis and accurate impact assessment, contributing to high service availability. Our SACM service will optimise end to end service performance and costs whilst minimising disruption and risk.
Availability and Capacity Management Reporting (AvCap)	CGI's AvCap service ensures that service availability and capacity continuously align with business demand through a fully automated monitoring and analytics capability. Our automated platform collects, analyses and trends real-time performance and utilisation data, enabling early detection of issues and data-driven decisions that prevent service interruptions and optimise resource usage. The service automatically highlights risks and provides clear insight to support service level achievement. Where required, Service Delivery teams engage to investigate availability or capacity-related incidents and problems, collaborating with key stakeholders to ensure stable, scalable and cost-effective service performance.
Service Level Management	CGI provides an automated reporting service that delivers real-time insights through platforms such as Power BI, enabling key stakeholders to access key performance information whenever it is needed to support informed business decisions. Our standardised reporting packs, shaped by experience across our client base, offer clear visibility of in-depth data, performance, SLA compliancy, trends, and more across the end-to-end service. Where bespoke requirements arise, reports and dashboards can be tailored or newly developed on request, ensuring clients always have the information they need in the format that works best for them.
Knowledge Management	CGI's Knowledge Management team ensures access to a single, trusted source of knowledge that underpins effective and efficient service delivery. We aim to improve decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle and aligning knowledge capture with proactive Problem Management to target areas that deliver the greatest

Function	Description
	reduction in incidents and effort. Working collaboratively with client SMEs, product owners and service owners, we maintain strong governance over knowledge assets, ensuring accuracy and consistency across the end-to-end service.
Service Procurement	CGI's ITSM Portal provides the mechanism for users to request an IT Service that is defined within the Service Request Catalogue. They will be guided through selection of the service request and any applicable options. Once requested, the Service Request Management process is automated to progress the request, obtain the required approvals, and check for budgetary considerations before passing this to the appropriate supplier of the requested service. The service request will be tracked, co-ordinated through fulfilment and then closed down. Reporting will enable chargeback for this service, if applicable.
User Access Management	CGI's User Access Management service provides full lifecycle administration of user accounts and access across domains, email platforms and business applications. Our team manages new starters, leavers, account modifications, mailbox setup, permissions, and application access in line with agreed business rules and approval workflows, ensuring secure, compliant, and efficient control of user privileges. Using ITSM processes and established toolsets, we deliver consistent, auditable access management while supporting reporting, housekeeping and incident-related access issues. This service ensures users receive the right access at the right time, safeguarding service continuity and supporting seamless business operations.

Table 1 - High level description of CGI Enterprise Service Management services

2. Data backup and restore

If CGI's ServiceNow instance is used, some client data, such as names and contact details will be recorded in ServiceNow, which is subject to a comprehensive backup regime.

Data backup and restore of any Enterprise Service Management tools are assessed on a client-by-client basis, depending on what tools are deployed for each solution.

3. Service Continuity

CGI Enterprise Service Management and all associated toolsets are maintained in a high availability environment with multiple power and communications links. In the event of a disaster that renders this facility unusable, our Service Management resources have the ability to work from home or other CGI offices.

4. Onboarding and Offboarding

4.1. Onboarding

CGI has over 45 years' experience successfully transitioning complex multi-faceted, critical services across the globe. Our standard approach encompasses the best practice methodologies of managing successful

programmes. Our transition methodology is an integral part of our ISO 9001 certified quality management system. We have a 95% success rate for transition programmes, on time and to budget.

We will assign a CGI Transition Lead, skilled and experienced in similar transitions, to implement the services. The Transition Lead will report to the CGI Service Delivery Director. This ensures the skills needed for efficient implementation are supported by a single owner for the service, who has the responsibility of building the engagement and enduring client satisfaction post-transition as Business as Usual (BAU).

We recognise successful transitions will require close collaboration with all stakeholders and a robust plan, with thorough and ongoing mitigations, to ensure there is no reduction in service or gaps in knowledge transfer. The Transition Lead will be wholly accountable for ensuring this through rigorous planning, governance and most importantly of all, strong collaboration with all parties.

4.2. Offboarding

Service Offboarding is instigated by a client request or after expiration of the service agreement. Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. Pricing of this service is dependent on requirements; please contact CGI for details. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any compute or storage device/media that remains part of CGI's estate.

5. Service constraints

Function	Customisation
MIM	• P1 Support Only • P1 & P2 Support • % of Major Incident Reports • Shared service
SACM	• Hardware or Software Support • Discovery Tooling • Software Asset Management Tooling • Shared Service
Change Management	• Shared Service
Problem Management	• Shared Service
AvCap	• Availability and Capacity Management Tooling
Service Level Management	• Suite of reports dependent on modules configured in the ITSM tool and use of CGI's Data Warehousing tool.
Security Clearance	• This will be assessed on a client-by-client basis.
Service Procurement	• Shared Service • Supplier agnostic
User Access Management	• Shared Service
Knowledge Management	• Shared Service

Table 2 - Service constraints

6. Service levels

Standard services are provided Monday to Friday 09:00-17:30 excluding English Bank Holidays. Our Major Incident Management team can offer support 24x7.

Service Level	Target
P1 Response	30 minutes
P1 Resolution	4 hours
P2 Response	1 hour
P2 Resolution	8 hours
Major Incident Report	Within 5 working days
% of Incidents Resolved in Target	95%
CMDB Accuracy	95%
Initial Problem Assessment	Within 5 working days
% Successful Changes	95%
% of Procurement Requests in Target	90%
% of User Access Management Requests in Target	95%

Table 3 - Service levels

7. After sales support

Your assigned Service Delivery Manager (SDM) will be your primary point of contact throughout the life of the service. The SDM will work alongside you to deliver the highest quality service, providing monthly reports, managing escalations, driving continual service improvement and innovation.

8. Technical requirements

CGI's Enterprise Service Managements services are dependent on toolset assessment and if required, ITSM tooling integrations, which would be independent of this offering.

If using a client's ITSM toolset, we will require licences for our service desk analysts and will advise on configuration of the tool to enable the highest quality service desk service.

9. Outage and maintenance management

We do not expect routine maintenance of Service Management systems to have an impact on our services.

In the unlikely event of outages, these are closely managed by a specialist major incident management team, with immediate senior level escalation. We provide regular updates on incident status via your Service Delivery Manager.

10. Hosting options and locations

Our UK Service Management is headquartered in Bridgend, with many of our analysts working remotely from locations across the UK.

11. Security

The complex is an ISO 27001 certified facility, meaning that CGI already operates to the highest security standards, and uses industry best practice approaches for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving our Information Security Management System (ISMS).

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the associated Pricing Document relevant for this Service.

12.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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