



Service Desk as a Service

Contracting body

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CGI

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Service Definition overview

Service Desk as a Service provides a single point of contact (SPOC) ITIL aligned service desk with consistently high levels of service in incident, service request and contact management across public, private and hybrid cloud services.

CGI's Service Desk can provide varying levels of service desk, technical and business support as required. This ranges from simple log, assign and report service (Log and Pass Service) through to a full technical ITIL service integration and management service (Technical Service).

Why CGI?

The CGI Service Desk provides a single point of contact (SPOC) with consistently high levels of service in incident, service request and contact management across public, private and hybrid cloud services. This award-winning Service Desk – the first externally facing service desk in the world to be granted 'Five Star' certification by the Service Desk Institute (SDI) – provides an integrated, ITIL aligned SPOC delivering an excellent experience to users, and facilitating the effective management of all IT related incidents and requests. Our service is built on mature, quality certified ITIL aligned processes, flexible service offerings, effective knowledge management and innovative service automation centred on a comprehensive IT Service Management toolset.

In 2012, the Service Desk Institute (SDI) introduced the new 5-Star standard to recognise those progressive organisations that deliver the highest possible level of customer service.



Figure 1 - CGI's 5* certification.

CGI has retained this standard, through rigorous annual audits, since 2012, excelling in Leadership, People, Policy and Strategy, Resources, Process, People Results, Customer Results, Society Results and Key Performance Results.

Embedding ITIL and ISO20000 Standards

CGI's Service Desk operation is underpinned by a mature ITIL Service Management framework, with processes dynamically adapted for SIAM multi-sourced delivery environments and aligned with the ISO/IEC20000 Standard. Our Service processes are built into our supporting Service Management toolset, are in global operation, and are maintained under strict change control, supported by local country procedures and client-specific work instructions.

Investing in people, reaping rewards

People are CGI's greatest differentiator. Indeed, the SDI called out the pride, commitment and expertise demonstrated by our Service Desk staff as the key 'wow factor' when deciding to award CGI's five-star accreditation. As such, our service is provided by a highly skilled, committed, and enthusiastic workforce.

1. Service Description

The service desk service will be delivered from the United Kingdom, where you will benefit from the services not only of highly trained and experienced service desk analysts, but state of the art planning and scheduling tools and, a specialist training and quality management team.

Although, we use ServiceNow as our core service management tool as a standard across our client base, we also use, support, and configure other ITSM toolsets such as BMC Remedy to deliver service desk services to our clients.

The ITSM toolsets meet our best practice processes for providing services in a multi-supplier environment. ServiceNow delivers a wide range of integrated communications channels and enables us to proactively measure service level performance. We have invested heavily into automation technologies by implementing AI and Robotic Process Automation (RPA) into our Service Desk solutions.

We remain tool agnostic and support multiple virtual agent technologies.

The Service Desk will receive First Line notification of incidents and service requests from the client or related support teams. The Service Desk will maintain full ownership across the service integration framework, until they are successfully resolved. At all times, the Service Desk will deal with incidents and requests in accordance with an agreed set of Operational Level Agreements (OLAs) and Service Level Agreements (SLAs) which will be established during implementation.

For higher volume service desks, we recommend that a Service Delivery Manager (SDM) is included within your service options. The Service Desk team leader will deliver services to your Service Delivery Manager who will understand your business, meet you face to face and be your main point of contact for any queries about the service we provide to you.

2. Data backup and restore

This Service Desk as a Service does not hold individual user data or any repository of client data. If CGI's ServiceNow instance is used, some client data, such as names and contact details will be recorded in ServiceNow, which are subject to a comprehensive backup regime.

3. Service Continuity

ServiceNow data centres and cloud-based infrastructure is designed to be highly available, with redundant components and multiple network paths to avoid single points of failure.

The Service Desk and all associated toolsets are maintained in a high availability environment with multiple power and communications links. Our continuity plans include provision for alternative contact channels and methods of ticket logging where necessary.

In the event of a disaster that renders CGI office locations unusable, our service desk analysts are able to work from home.

4. Onboarding and Offboarding

CGI has proven and effective on and off boarding skills, tools, and methodologies. We have successfully transitioned numerous Public Sector clients onto Cloud infrastructures and services. CGI has a team who specialise in transition and who bring to bear considerable previous experience in this area.

We will apply our standard transition methodology which has been used in all service on- and off-boardings within CGI for many years. The transition process is flexible and can be used for both small and large scale on-boarding requirements.

The approach taken by CGI is to understand the client's requirements and make the transition phase specific to the needs of the client whilst leveraging the experience, lessons learnt and methodology from many years of transition experience.

4.1. Onboarding

We will deploy a specialist team of Service Desk subject matter experts to manage the detailed onboarding process, including:

- ITSM tool configuration
- AI setup and configuration
- Knowledge Transfer
- Process definition.
- Training
- Testing
- Early Life Support.

4.2. Offboarding

Service Off boarding is instigated by a client request or after expiration of the service agreement and will include decommissioning of contact channels, removal of client data from workspaces and CGI tooling. Deletion of any client 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.

4.2.1. Access to data upon exit

Upon exit, if a client has been using CGI's ServiceNow system, we will provide extracts of all client ticket data in an agreed format, plus any client-specific knowledge articles.

If CGI uses the client toolset, all data will remain in the client system.

5. Service constraints

5.1. Service Constraints

The following table details some constraints and options. Some of these optional variants may be available as standalone services. Options have such variable characteristics, it is difficult to create a single pricing catalogue, so will be assessed on a case-by-case basis and aligned to SFIA rates where appropriate.

Attribute	SPOC	Technical SPOC	Optional Variants
Location	UK	UK	Offshore service desk can be provided should security restrictions permit. Welsh language services
Multi-Channel • Telephone via Virtual Agent • Web Chat via Virtual Agent • Web Portal • E-mail	Yes Yes No	Yes Yes Yes	Custom web portal Password Reset Tooling

Attribute	SPOC	Technical SPOC	Optional Variants
Service Hours	Standard Hours	Standard Hours	Extended Hours 24x7 including Public Holidays
Minimum Volume	200 calls per month	500 calls per month	Reduced minimums
Shared Service Team	Yes	Yes	Non-IT Business Process Services
ITSM toolset	Yes	Yes	Using Client Owned/other Service Provider's ITSM toolset
Fix at First Contact - using shared knowledge base and technical skills within the service desk to provide resolution across supply chain	No	Yes	
Incidents and requests passed to Third Parties	Email only	Email and phone	Integration of service desk toolset Provision of service desk toolset to Third Parties
Proactive monitoring and status reporting of incidents and requests through their lifecycle	Yes	Yes	Enhanced reporting
Proactive management of incidents and requests to resolution across the client's supply chain	Optional	Yes	Supply Chain Management Stakeholder Management
Service status dashboard	Optional	Yes	Additional analysis and reporting
User Satisfaction Survey	Yes	Yes	This survey uses built in ITSM tool functionality. Our User Experience is a more comprehensive option
Knowledge management repository and knowledge capture and maintenance	Optional	Yes	Integration across supply chain Additional modules including: • Project Status Reporting • Service Reporting • File archiving. Service Management
Access Management	Optional	Optional	See related G Cloud Offering
Major Incident Management - communication and coordination	Optional	Optional	See related G Cloud Offering
Integrated ITIL service operations and service transition management	Optional	Optional	Service Delivery Management Problem Management Change Management Configuration Management Release Management Availability Management

Attribute	SPOC	Technical SPOC	Optional Variants
			Capacity Management See related G Cloud Offering
User Experience Management - proactive analysis of feedback to closely tailor and enhance the end-to-end service to specific needs and personas	Optional	Optional	If using a client ITSM toolset, this option requires integration of our User Experience toolset

Table 1 - Service constraints

6. Service levels

Service Level	Target	Optional Variants
Availability	99.5%	
Speed of Answer	80% within 20 seconds	
Abandoned calls	Less than 5%	
First Contact Resolution*	80% Fix (of fixable calls) on First Contact	Increase or decrease in percentage

* Technical SPOC only.

Table 2 - 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 collaborate with you to deliver the highest quality service, providing monthly reports, managing escalations, driving continual service improvement and innovation.

8. Technical requirements

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.

If a technical SPOC is required, then we require access to client systems and end-user devices, in order to provide remote technical support.

If the CGI ServiceNow system is used, we recommend implementing single-sign-on through a link with client active directory systems in order to ensure logon to self-service contact channels is seamless for your end-users.

9. Outage and maintenance management

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

In the unlikely event of outages, these are intensively 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 Desk is headquartered in Bridgend, South Wales, with a subset of our analysts working remotely from locations across the UK.

An overseas Service is also available.

11. Security

The CGI Service Desk is headquartered within CGI's data centre, designed from the outset to be a modern, secure, highly available facility. Hosting the Service Desk within the same environment as a data centre incorporates security and service resilience features into the Service Desk that are data centre class, rather than merely at a commercial office level. The site is protected by backup power and has access to resilient, high-capacity data communications.

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 G-Cloud 15 portal for the rates available.

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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