DevOps Services

Enabling customer-centric digital organizations

CGI — Experience the commitment®

The pace of change and customer expectations for digital services are driving organizations to transform. The ability to deliver innovative digital services rapidly and with reliable quality requires access to secure, agile, scalable and highly available IT. By tightly integrating IT development, operations and quality functions, DevOps is a key enabler of digital transformation. Along with speed to market, the promise of DevOps includes a paradigm shift in productivity and quality, innovation for competitive advantage, self-directed and engaged teams, better IT performance and greater cost efficiency.

KEY CHALLENGES

Pursuing DevOps may be a matter of survival at this point, but there have been many failed attempts. Among commonly cited challenges are changing embedded cultures, achieving business-IT alignment, and measuring return on investment. Limitations of legacy environments and keeping up with rapidly changing technology also are noted as obstacles. Additionally, for most organizations, DevOps must be implemented alongside traditional IT delivery methods for the foreseeable future.

Key to overcoming these challenges is ensuring that DevOps programs are:

- Designed and managed as a principle- and metrics-driven cultural transformation
- Built upon agile continuous processes and around agile architecture
- Supported by modern, integrated tool chains and automation

A HOLISTIC AND BALANCED APPROACH

CGI's holistic and balanced **DevOps Reference Model** provides a blueprint for high-performing IT organizations. It balances the five key dimensions of Governance, Culture, Metrics, Process & Architecture, and Tools.

Using this model, we focus on agile architectures and cloud-based platforms to enable autonomous teams. Our continuous integration model is based on test-driven development that embeds security and quality at every step. Our continuous delivery pipeline accelerates deployment to production and reduces risk of failure. We deploy monitoring and automated remediation to reduce downtime and cost of operations. We also verify the benefits of DevOps through metrics and real-time analytics to quantify the ROI of the transformation.
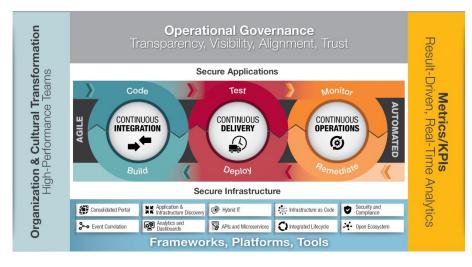
PROVEN DEVOPS RESULTS

High-performing DevOps organizations report experiencing:

- 200X more frequent deployments
- 24X faster recovery from failures
- 50% less time remediating security issues
- 3X lower change failure rate
- 22% less time on unplanned work and rework
- 2,555 shorter lead times
- Employees 2.2X more likely to recommend their organization as a great place to work

CGI DevOps experts have a proven track record in helping clients realize DevOps benefits, such as:

- Reduced development maintenance cost by up to 6X
- Auto-scaled for peak enrollment time by 5X
- Reduced build timeframes from quarterly to nightly
- Reduced code deployment to production from 4-6 hours to 15-30 minutes
- Increased speed to market up to 92%
- Automated deployment success rate up to 99%

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CGI DEVOPS REFERENCE MODEL

FLEXIBILITY GUIDED BY ROBUST MATURITY MODEL

CGI helps clients successfully transform to digital organizations using DevOps, while also optimizing and automating their traditional IT. Our DevOps Maturity Model guides transformation roadmaps and prioritized initiatives across the five dimensions above. End-to-end services support the cultural, process, architectural and technological shifts needed to thrive in the digital economy, as well as efforts to streamline traditional IT to free up resources for transformational work.

KEY SERVICES

We partner with clients wherever they are in their DevOps maturity. Our services range from expert coaching and consulting to outsourcing, including managing all or part of their DevOps and traditional processes and tooling:

- **Consulting**: We assess and benchmark DevOps maturity, identify and analyze gaps, and develop and execute a roadmap with discrete, measurable initiatives. We also provide coaching and organizational change management and application re-architecting for DevOps suitability.

- **Managed DevOps**: As part of discrete application development or managed service engagement, we can facilitate and manage a subset or all of a client's continuous DevOps processes, including quality-driven design and test automation, as well as host and operate components of the DevOps tool chain—either on client premises, at CGI, or in the cloud.

- **Outsourcing**: As part of an outsourcing engagement, we introduce DevOps methods where strategically beneficial. Our "multi-modal" IT with hybrid delivery model uses automation to drive legacy efficiencies while accelerating digital delivery and operations with DevOps.

Talk to one of our experienced DevOps coaches and explore how CGI can help you transform.

WHY CGI AND DEVOPS

- **Principle-driven**: We focus on culture, people and process using core DevOps principles.
- **Multi-modal support**: Because DevOps is integral to our integrated IT delivery, our clients get the best mix of agile, rapid, high-quality digital delivery and efficient, optimized legacy operations.
- **Domain expertise**: We have deep experience in tool chain integration and operations and bring proven templates and best practices.
- **Walking the walk**: We live DevOps in our own solution development business and operations.
- **Technology agnostic**: We can recommend proven DevOps tool-chains or use clients' preferred tooling or a mix.
- **In-depth, hands-on**: CGI DevOps transformation experts enable flexibility and adaptability for each client.
- **Maturity Model**: Our DevOps Maturity Model provides a foundation for assessing the current state and developing the transformation roadmap.
- **Data-driven**: Establishing benchmarks allows us to quantify results, using big data analytics to drive a series of narrowly focused efforts and quantify "early wins" to build momentum.
- **CGI Management Foundation**: Our client-focused, transformational and integrated IT service delivery has been governed by this metrics-based quality approach for 40+ years.

Founded in 1976, CGI is one of the world's largest IT and business process services providers, helping clients transform into digital enterprises end to end.

For more information, visit www.cgi.com/devops or contact us at info@cgi.com