CMDBuild® Day – CGI

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CMDBuild® Day – CGI

How **CGI** Southern Europe & Brazil stepped up the ITIL ladder with **CMDBuild® Ready2Use**

- ➢ Who is **CGI**?
- ➢ Background: where were we before?
- ➢ What were we seeking?
- ➢ What requirements did we have? What assumptions?
- ➢ Why did we choose **CMDBuild®**? And why **Ready2Use**?
- ➢ Where did we end-up?
- ➢ Where do we go from here?

Who is **CGI**?

Who are we?

Where do we operate?

What is it that we do?

Who is **CGI**?

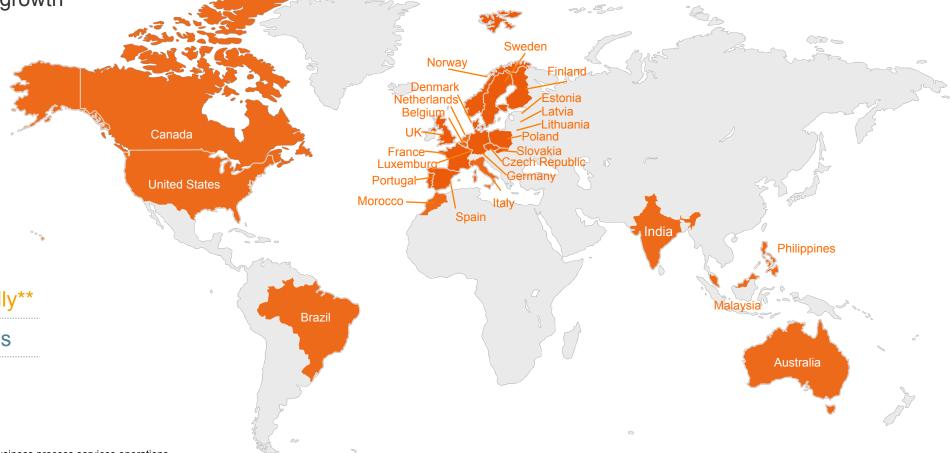## **Founded** in 1976
42 years of profitable growth

$10.8 billion revenue*

74,000 professionals

40 offices
400 locations

5,000 end-to-end services clients globally**

150 IP-based solutions

Canada

United States

Brazil

Sweden
Norway
Finland
Denmark
Netherlands
Belgium
Estonia
Latvia
Lithuania
UK
Poland
France
Slovakia
Luxemburg
Czech Republic
Portugal
Germany
Morocco
Italy
Spain

India

Philippines

Malaysia

Australia

* Revenue in Canadian dollars
** CGI also serves 30,000+ clients in its business process services operations

Our range of services and differentiators

Range of services

High-end IT and business consulting

Systems integration

IT and business process outsourcing

Differentiators

Client-proximity model

Industry domain expertise

Intellectual Property

Global delivery network

What we do

End User Services

- Service desk
- User Access Management
- Central Device Services
- Field Support Services
- Asset Lifecycle Management

24/7

IT Modernization

- Legacy Systems Modernization
- Mainframe offload
- Rewrite, Replace, Convert, Rehost, Refactor

CMDBuild READY2USE®

CGI

Datacenter

- Consultancy Services
- Security systems 24x7 and Video surveillance
- HVAC, raised floors, cable plants and racks
- Power supply supported by redundant emergency generators
- UPS lines for all systems
- Complete redundancy for systems and electrical boards

End User Services

ITIL®

ISO®
9001:2008
14001:2004
27001:2013

Enterprise Services

- Workload management on public cloud / hybrid / on premises IT environments
- 24 x7 Monitoring and Operation
- Deployment
- Technology Management: systems / compute / networking / storage / security

IT Modernization

Background: where were we before?

What solutions were we using prior to CMDBuild®**?**

What difficulties were we facing?

Background: where were we before?

Two organizations evolved from single-client to multi-client; service provider mode:

- Service Desk + Deskside Support
  - Locally developed ticketing system – SSCS (on top of Remedy)
  - Locally developed CMDB and logistics support system – E2E
- Datacenter Services
  - SSCS + Remedy Change Management out of the box (no integrations)
  - Locally developed CMDB – OUT
  - Miscellaneous discovery and monitoring tools

These organizations had merged a while ago but operations were never fully integrated – the separate tooling with no integration was one of the reasons

Background: where were we before?

Proprietary software for monitoring; discovery (IBM, BMC, others) and for ticketing; service support (BMC) had issues with bug solving turn-around time ("*Bug X is planned to be solved on the upcoming release Y*")

Costs with licensing and license support were significant

Poor tool integration, in particular between the two CMDBs and the two ticketing systems

Features were plenty, but not enough (examples: reporting; automation). Each additional feature came at additional licensing cost with the almost same implementation effort as open source alternatives

We also needed to replace tooling to incite some change in the organization

What were we seeking?

What requirements did we have?

What assumptions have we started with?

What were we seeking?

CGI created in May 2017, it's **Cloud Innovation Center in Portugal**, aiming to capacitate **CGI** (worldwide) to provide managed services in multi-client, multi-cloud (public, private and hybrid)

High levels of automation were required

Full customization possibilities were being sought, as a way to create differentiators for **CGI** in this market and, thus, gain competitive advantage

New technologies were available, with performance and feature advantages over our legacy systems (big data; real-time analytics; machine learning; self-remediation; auto-provisioning; etc)

More robust and comprehensive monitoring and auctioning were required

CSI (CGI Service Insight) was born

CSI©
the solution

CSI© (CGI Service Insight) is a unified platform that delivers powerful and adjusted service management capability to the needs of today's complex hybrid IT architectures management thanks to its own singular architecture built to serve the following main purposes:

MODULAR ARCHITECTURE
Modular architecture that complements company tools

AUTOMATED IT OPERATIONS
Automated IT operations to reduce O&M costs

INTEGRATES PUBLIC CLOUD
Service management capability both for public and private cloud

CENTRALIZED MANAGEMENT
Centralized management, security, governance and risk assessment of hybrid IT environments

SINGLE PANE OF GLASS VIEW
Single pane of glass view into spend, service availability and cyber posture

CSI© components

CSI© was designed and developed by CIC, the Cloud Innovation Center of CGI Portugal.

CMDB
Data Lake
Data visualization
Orchestration
Scheduler
Robots
Performance monitoring
Application monitoring
Machine learning
CSI:Box

Why did we choose **CMDBuild®**?

And why Ready2Use**?**

Why did we choose CMDBuild?

Multiple solutions in the market, but **CMDBuild®** proved to comply with most of the requirements:

✓ Strong CMDB required, which is the core of the solution
  - ✓ The relations model of the CMDB is very comprehensive and highly automated
✓ ITSM integrated:
  - ✓ Facilitates integration with CMDB and avoids errors from the past – incentive to better ITIL compliance – not a mandated requirement, but highly desirable)
✓ Historical data to record configuration changes, facilitating alarms and troubleshooting
  - ✓ Database PostgreSQL maintains historical data –we're using this feature extensively
✓ Fully customizable code for ease of integrations
  - ✓ Open source with source code available
✓ Multi-tenancy by design (**CGI** is a service provider)
✓ Self-serve portal required (or easy to implement)
✓ Multi-language capability
  - ✓ User interface (labels) are multi-language enabled. Should allow for translation in configurable data (categories, states, etc)

Why did we choose CMDBuild?

Why **Ready2Use**?

- While we started from scratch with **CMDBuild®**, soon enough we discovered that **Ready2Use** is ready to use

- Suitable for IT environments

- Cut our development stages radically

- More important: provided a reference to ITIL aligned processes. We were accustomed to do things our way, not necessarily the best, so we took some of the practice ideas from **CMDBuild®** and rethought our processes
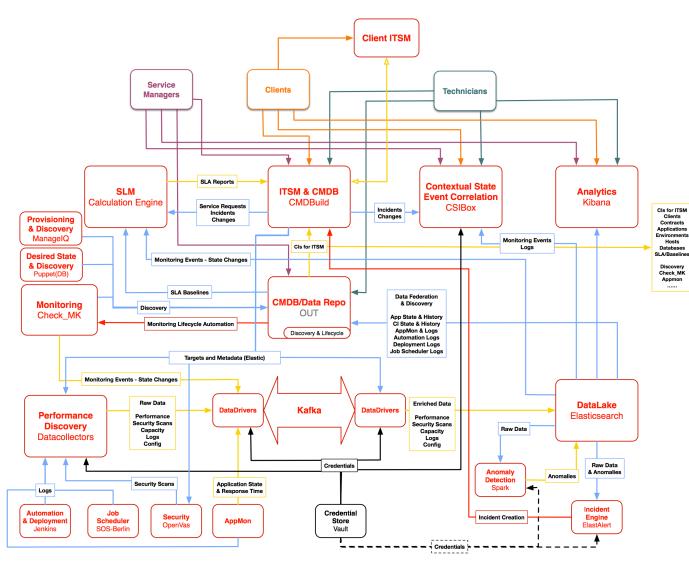
Where did we end up?

Advantages of using CMDBuild® Ready2Use

Hurdles encountered

Comparing to prior state

Where did we end up?

- **CMDBuild®** as the core for ITSM
- We kept our CMDB for now but with direct integration with **CMDBuild®**
- All ITSM is **CMDBuild®**, with some integration to Clients' ITSM systems
- Reporting uses baselines from **CMDBuild®**
- Self-service portal operational
- Technical portal not very responsive in some clients (fast on a Mac, not so on Windows) – work-around in development
- Nearly all Clients migrated in **CGI Southern Europe & Brazil**
- Operations changed to reflect new reality
  - Don't read this as "implement tools, then change process" – it was a full reenginering

Where will we go from here?

Evolution of CSI

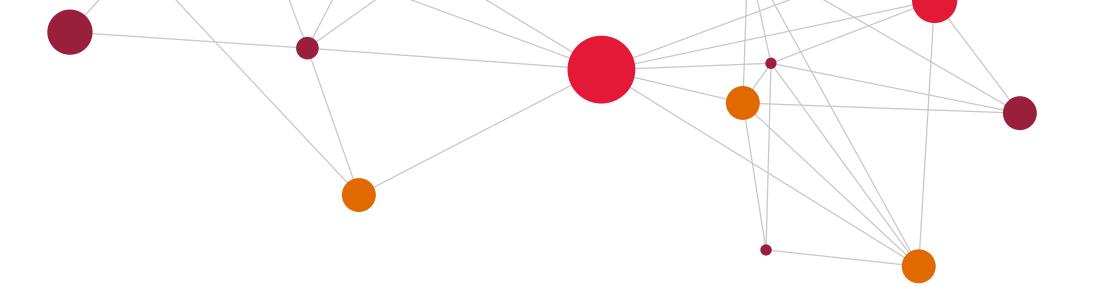**Viral spread throughout CGI**

Where will we go from here?

Ongoing: Optimizing technical portal responsiveness and reduce clutter to the bare minimum necessary for technicians. Because we can

Implementing in **CGI Germany**: First implementation outside of the Business Unit

CSI is being considered for becoming the worldwide standard in **CGI** for Service Support and Service Delivery

Will need to study Federation for enabling truly Global Technology Operations

Thank you!

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