

Interim Staff Augmentation



Whether you are struggling to recruit the best service management professionals, or are considering augmenting your team in the short- or long-term, CGI's advisory services will empower you to understand how to best augment your in-house teams.

Augmenting your service management teams with short- and long-term interim consulting experts, allowing you to continue your recruitment activities whilst accessing flexible resources to continue delivering your ongoing service commitments.

The Challenge

Creating service management teams resourced by experts who have the in-depth knowledge and skills to support the fast paced evolution of IT and business services, and ensuring that service management is a strategic business enabler.

The Approach

CGI's advisors will help you to understand the maturity of your service management practices, providing advisory services to target specific issues, or embedding skilled practitioners to supplement your in-house team as part of your service strategy.

The Benefits

Efficient hiring - The addition of service management specialists to your in-house teams when service or project deadlines require a larger workforce.

Faster response times - To changes in business requirements and where there are headcount restrictions.

Cost efficiency - When compared with permanent staff, cost savings (including recruitment costs, permanent FTE costs and specialist training costs) can be made with interim or augmentation service management staff.

Flexibility - The support to redefine and transform your service management resource operating model to better serve your business.



Benchmarked and aligned to industry best practice

We constantly benchmark ourselves against leaders in the industry.

The Service Desk Institute

We were the first service desk in the world to achieve a 5 star accreditation from the Service Desk Institute. We are the only organisation to have retained this standard for 8 consecutive years.

itSMF

CGI was the first organisation in the UK to receive endorsement from the itSMF UK for our commitment to professionalism in service management. The Professional Service Management Framework (PSMF) is designed to recognise excellence in performance and for organisations to demonstrate their commitment and maturity in approaching ITSM professionalism.

We will work with you to assess how to address your interim service management resourcing requirements whilst ensuring the continuity of your service to deliver all required outcomes. We will collaborate to ensure that our experts integrate seamlessly with your in-house teams.

We can provide interim consultants to help you understand the maturity of your service management practices, advisory services to target specific issues, and embed skilled practitioners to supplement your in-house team as part of your IT services strategy.

We will provide highly-experienced service management resources to work across your SIAM programme to augment your teams.

We employ a client proximity model which empowers interim and consultant resources to build trusted, in-person relationships with you to ensure accountability for delivering your success.

Our expertise

We provide cross-industry, expert service management interim and augmentation staff for roles including:

- Head of service management
- Service management advisory
- Service architects
- Service management process design specialists
- Service desk manager

Benefits of working with CGI

Enabling you to meet service level commitments to your customers.

Exploiting the combined pool of knowledge and delivery experience across CGI's operations.

Enabling your ITSM focus to shift from ITIL v3 process alignment to ITIL 4 service value chains.

Utilising our experts' guidance to support your business case for changing how you manage your IT service portfolio.

ITIL v3, ITIL 4 and SIAM

All of our consultants are service management subject matter experts under ITIL v3 and ITIL 4.

Our consultants also include one of the first ITIL 4 managing professionals, and one of the first people globally to obtain the EXIN BCS SIAM certification.

Cross-industry knowledge

Our key differentiator is our wide-ranging delivery experience, which has matured over many years to the level that we now provide advisory services across industries.

About CGI

Insights you can act on

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 hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at www.cgi.com/uk

For more information
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