



eSIAM

The evolution of service integration and management - because life rarely gets simpler!

An Advisory Services PoV





Delivering service quality

A structured service integration and management (SIAM) model has always been essential to delivering service quality.

Nowadays, disaggregation across multiple providers is the way most organisations source their IT services. This requires either the organisation themselves or a sourcing partner to undertake the role of service integrator and manager of all third parties.

Cloud adoption has also now matured and become mainstream, with more organisations adopting a “cloud first” strategy. This has added additional commodity service providers into ecosystems, thereby increasing the complexity of IT service delivery, whilst limiting commercial leverage and flexibility over things like service levels. SIAM has therefore evolved to manage these increasingly complicated IT portfolios; and this is where our “extended SIAM” (eSIAM) offering comes in.

eSIAM goes beyond the traditional end-to-end process integration exercise to ensure that incidents, change and other critical processes are developed, implemented and integrated across the portfolio of service providers. It also proactively monitors and deals with all end-to-end services to ensure that delivery across the IT ecosystem meets the agreed service levels.

When implemented correctly, eSIAM enables:

- An evolution to true enterprise service management (ESM)
- Transformation programmes, e.g. cloud and digital services
- Cyber security enforcement and improvement, starting with the CMDB
- Evolution from waterfall methodologies to Agile and DevOps for product orientation.



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Managing the complexity



Evolving the core functionality of SIAM

A core function of eSIAM is to engineer, implement and manage the key operational processes across an ecosystem of in-house teams, third party providers and cloud services. With an ever-increasing number of service providers (resolver groups), organisations now need to integrate a greater level of visibility, coordination, management and cross-supplier collaboration throughout their operations.

A control bridge is therefore an integral part of the eSIAM evolution, providing the required oversight and management to ensure consistent service delivery and quality, and supporting collaboration between providers (whether internal or external).

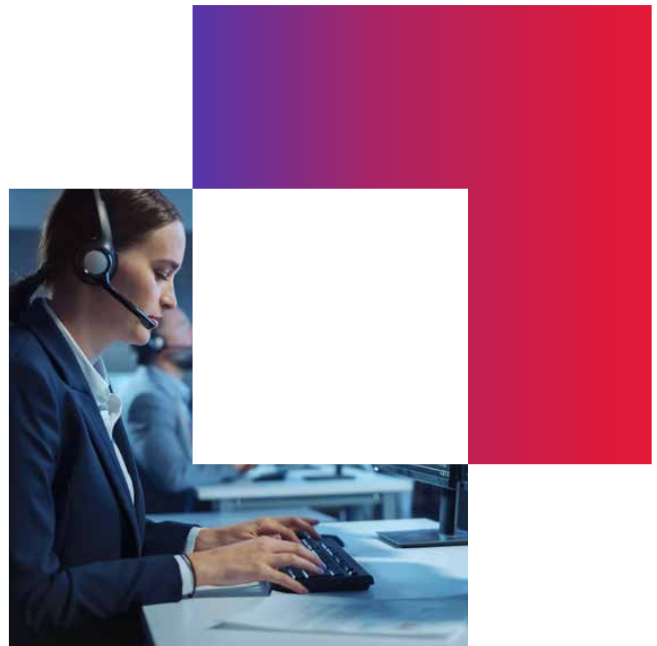
Service operability

A real-time view of the health of an IT portfolio is key, ensuring that when an incident occurs, it is identified as an area for concern and the right resolver group is notified to act.

Proactive engagement from the control bridge coordinates and manages resolver groups as required throughout the lifecycle of an incident (this responsibility includes any major incidents).

The core responsibilities of service operability are:

- End-to-end monitoring of services:
 - Infrastructure, including on-premise and cloud
 - Applications, including on-premise and cloud
 - Business processes to provide observability of IT services and the core business processes they support
- Major incident and problem coordination management
 - It is essential that resolver group 'ping pong' communication is avoided – the incident notification should be passed to the appropriate resolver group, and not repeatedly passed to another resolver group in the hope that it is instead their issue to resolve. This requires active cross-provider management.
- Capacity and availability escalation
- SLA reporting
 - If an incident is going to breach an SLA, suitable actions are taken to escalate actions
- Holds the master CMDB and ensures consistency
- Maps technology and applications to business processes to provide business relevant views and observability.



Service introduction

It is commonly perceived that a working, unchanged environment will continue to work unless any physical issues (such as hardware failures) arise. To reduce the likelihood of any service disruptions, it is therefore essential that the control bridge manages and monitors all service changes and new service introductions.

The control bridge must coordinate and manage the entire change and release management process, using a robust and proven acceptance into service or onboarding procedure. This includes each change or release entering an 'early life support' phase, where the control bridge monitors to ensure that any abnormalities are detected, and the suitable resolver resources are applied.

Equally, retiring services or exiting providers must be actively managed through a structured offboarding procedure in order to maintain coherence across the service portfolio and avoid orphaned services.

Service introduction therefore provides:

- Coordination and management of new IT functionality and upgrades
- Controlled onboarding of new services and providers
- Supports the service introduction process
- Resolver/supplier coordination and management
- Production service readiness assessment and sign off
- Operations and user acceptance management



- Updating reference management systems, including CMDB, etc.
- Enabling change management coordination across providers
- Controlled offboarding of exiting providers and retiring services.

Ecosystem coordination management

A quality service (whether in-house, third party or cloud) relies upon a 'best of breed', structured service delivery approach, with communication, coordination and management essential across all resolver groups.

Key areas of focus are:

- Performance management against SLAs, as compared to OLAs
- Monitoring supplier performance
- Creation of XLAs (customer experience level agreements) for critical, mature services
- Coordination of resolver group alignment
- Evaluation and improvement of supplier performance
 - Compile supplier evaluations
 - Identify supplier performance improvement potential
 - Initiate measures together with supplier.



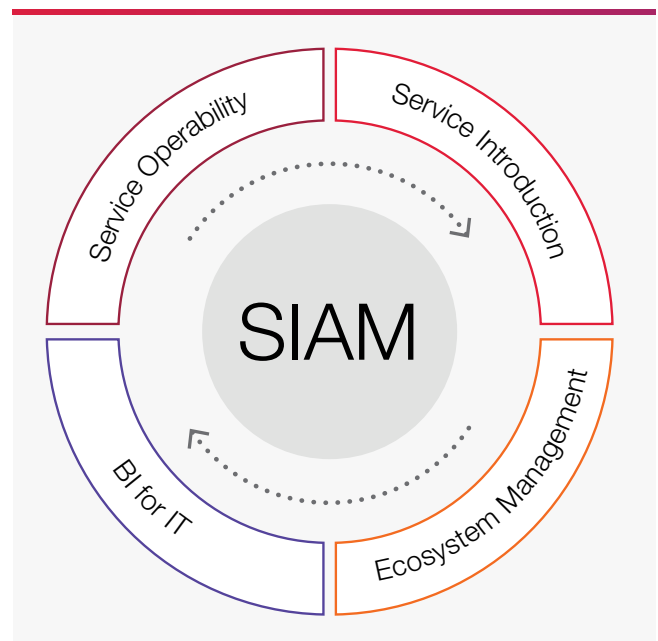
Business intelligence – IT driving continuous improvement



A vast ecosystem of resolver groups will assemble much relevant information throughout the lifecycle of a service. All this information should be stored, analysed and used to inform and drive continuous improvements for the organisation.

Core areas of focus:

- Identifying single points of failure, availability, performance issues and concerns related to services
- Working with business IT management and resource groups to agree plans and actions
- Providing a single point of contact for business departments to align business and IT goals
- Analysis of complex service data to determine actionable MI
- AIOps to automate mundane service management decisions and provide observability to ensure IT services support core business processes.



Our solution blueprint

Focusing on the platform, in addition to the process.

SIAM is still the integration of processes across the various resolver groups contracted to deliver a service. However, as complexity grows with the number of resolver groups involved, more visibility of how each element is performing in near real-time becomes even more of a priority.

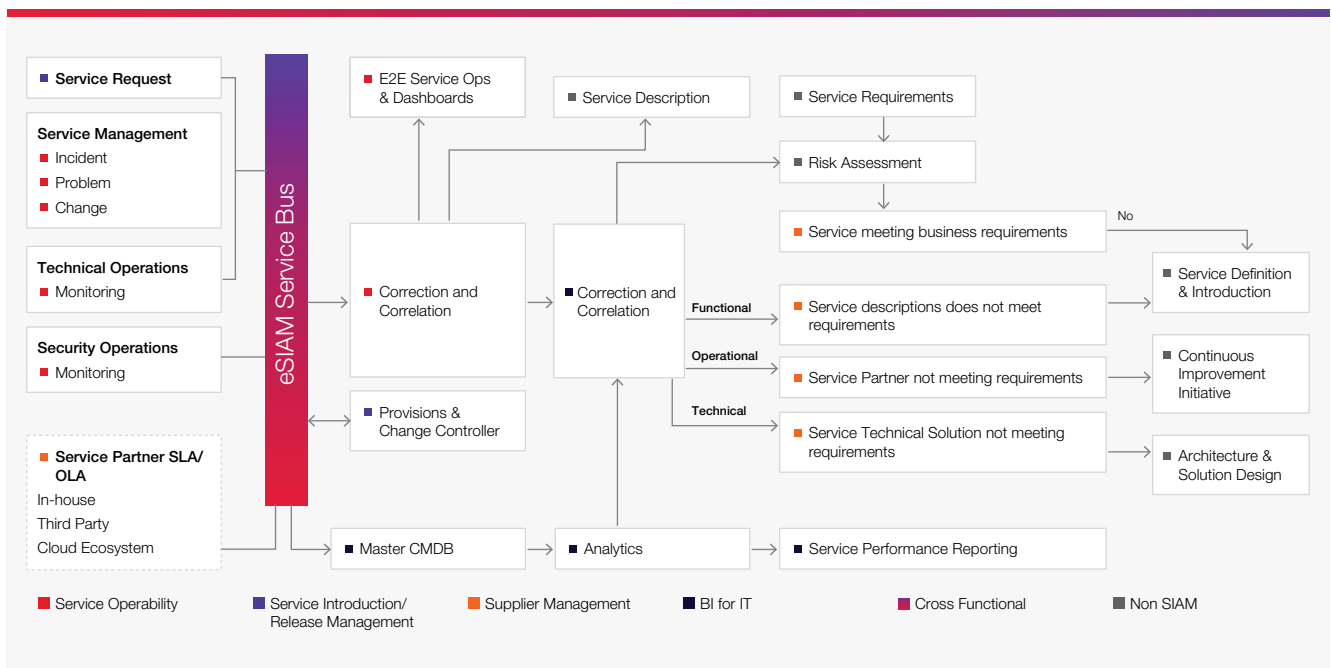
Managing the cultural changes of eSIAM

The successful implementation of an in-house eSIAM platform requires a major cultural shift from being technology-focused to service-focused. Although eSIAM is dependent upon process engineering and integration underpinned by a technical platform, successful operations are centred on the competency and proficiency of the eSIAM team.

This involves:

- A cultural shift, undertaking a journey of change for the organisation
- Uplift/reskilling of key individuals so they can work proficiently with the eSIAM team
- Sourcing additional interim specialist capability or capacity to augment the eSIAM team as needed
- Providing a rewarding career within eSIAM.

The diagram below depicts our eSIAM technical platform that provides the capability for effective and efficient operations.

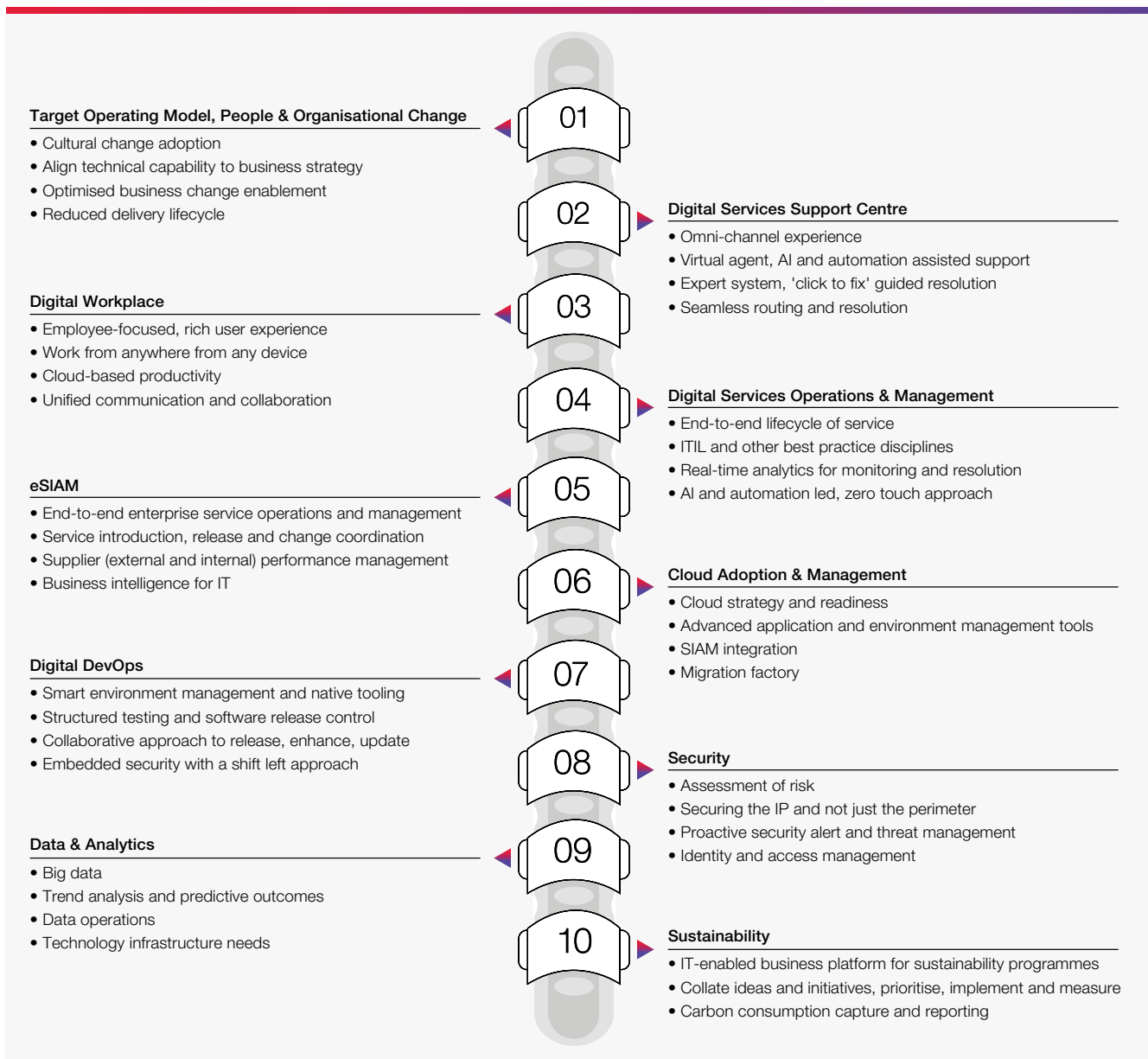


Advisory Services

Digital technologies can help organisations to unlock their full potential – but only when done right. We understand that digital transformation isn't simple, and CGI Advisory Services is here to help you develop the right solutions which are aligned to your business capabilities, transforming the way your organisation works.

eSIAM is part of our broader Digital Backbone

The [Digital Backbone](#) methodology is our portfolio of Advisory Services solutions, designed to encourage digital transformation and enable IT as an extension of our clients' organisations.





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We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 88,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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