CGI Cyber Security Risk Advisory and Managed Services

Minimising information and operational technology (IT and OT) cyber security risk

CGI

Founded in 1976, CGI has grown to be the fifth largest independent IT and business process company in the world with 90,250 members and presence in 40 countries in the last 45 years.

We operate out of 400 offices globally. Our strategy is to be the world-class leader in IT outsourcing (ITO) and business process outsourcing (BPO) services and our purpose is to enable our clients to transform and modernise their business and IT operations. Cyber security managed services and consulting is an important pillar that safeguards BPO and ITO services. CGI's success always comes through our client's success. This is clearly visible in our client satisfaction results, long customer relationships and quality metrics that we are proud of:

95% on time, on budget delivery

9.1/10 satisfaction rating over the past 10 years from our clients

9.4/10 clients would recommend CGI for further work

80% of employees, whom we call members, are shareholders

5,000+ clients globally

150+ mission-critical intellectual property (IP-based) solutions

In Australia, we have worked for over 40 years with hundreds of clients across many sectors, including utilities, government and financial services. We have four client proximity locations in Melbourne, Sydney, Brisbane and Hobart.

CGI has a significant history in Australia, providing high quality delivery to IT and OT clients including Melbourne Water, Victoria Power Networks (CitiPower, Powercor and United Energy), Jemena, AusNet Services, Australian Energy Marketing Operator (AEMO) and Queensland Urban Utilities (QUU) to name a few.

CGI is recognised within the industry for its ability to successfully deliver end-to-end complex IT and OT cyber security programmes. We have refined our methodology through our experience in many transition and transformation engagements arising from acquisitions, divestitures, contestability or simply an organisation's will to improve. We pride ourselves on our success rate and wish to offer our clients services that assist with risk reduction and cyber security.

The cyber security threat

We build lasting, trusted relationships by following The cyber security threat to organisations is increasing daily. These attacks are becoming more sophisticated and target people, networks and assets. Organisations need to understand their cyber security risks and take the right actions so they are confident to operate safely, securely and continuously. They need to demonstrate to internal and external stakeholders, and regulatory authorities that threats are assessed, vulnerabilities are identified, and that their business has policies and processes in place to manage and reduce risks.

As businesses change through time and as organisations grow, management needs to understand potential cyber security risks that new technologies, cloud migration or new ways of working bring to their organisation. Across the business, senior management will want to be sure that their organisation has the appropriate processes and technologies in place to reduce risk and protect what is valuable to them. This could be their obligation to public safety, availability, intellectual property, customers' personal data, corporate information or their brand and reputation.

Approach in IT and OT cyber security risk reduction

CGI's cyber security services provide accurate, controlled, repeatable and in-depth findings including actionable, prioritised recommendations for remediation. Our IT and OT cyber security practitioners understand technologies, processes and threats, and will provide effective recommendations to mitigate risks and improve efficiency.

Besides providing thought leadership from our IT and OT cyber security practitioners, CGI's cyber security practice also provides an approach operationalised by an end- to-end portfolio of IT and OT cyber services designed to help reduce cyber security risks and improve our client's cyber security posture by maintaining availability, minimising potential disruption and safety impacts in IT and OT environments.

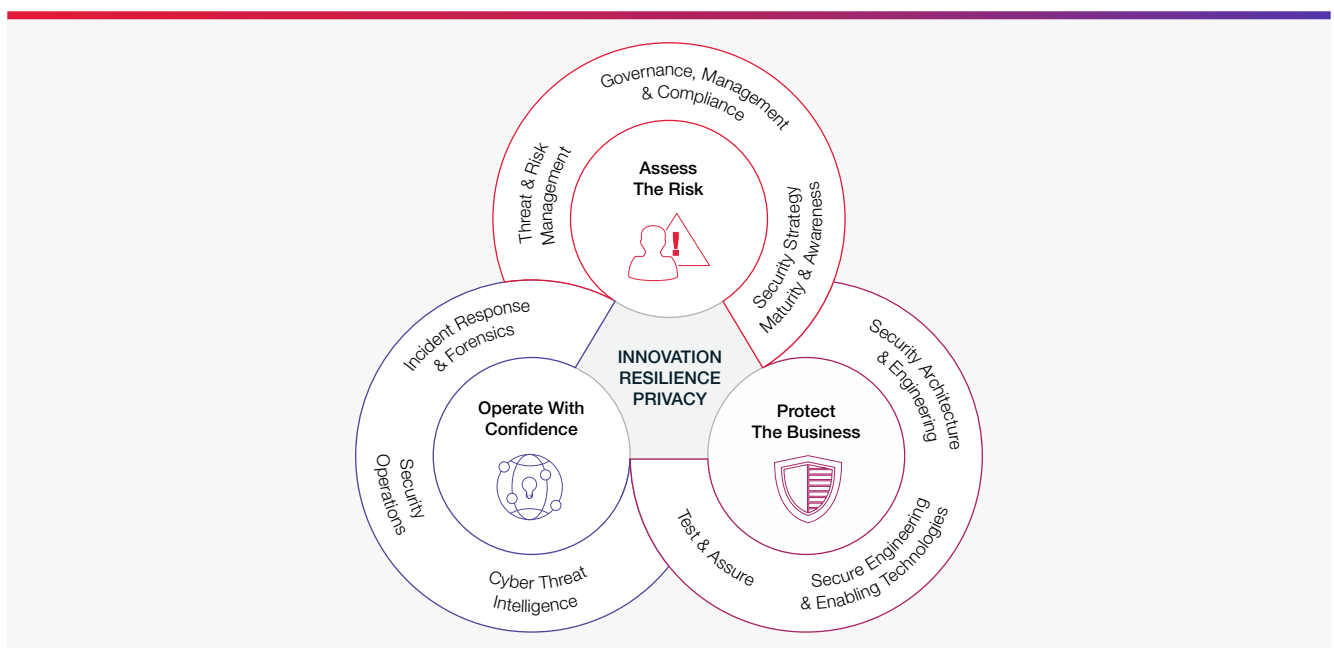## CGI's end-to-end IT and OT cyber security approach:

Assess the risk

Assess gaps, strategise, prioritise needs and establish clear action plans for mitigation of IT and OT and business risks.

Protect the business

Design and build IT networks, integrate and implement cyber security controls with minimal disruption that are aligned with the cyber security risk reduction strategy.

Operate with confidence

Provide onshore 24/7 IT and OT security monitoring, assist IT and OT clients with assurance via penetration and vulnerability testing, reviews and simulation exercises to mitigate and prepare the organisation to respond to an IT cyber attack.

CGI IT and OT cyber security services

CGI's comprehensive end-to-end IT and OT cyber security service portfolio is designed to protect.

Cyber security consulting and advisory

Governance, risk and compliance
- Risk and gap assessments
- Strategy and governance
- Security policy and process development
- Business continuity and IT and OT resilience assessment
- Compliance reviews and assessments

Asset management
- IT and OT asset discovery, profiling and management

Training and awareness
- Review and design training programme
- Incident response simulation
- Cyber crisis management review and simulation

Cyber security system integration

Architecture and implementation
- Security architecture and design
- System and software integration
- Systems and technology implementation

Network management
- Review, assess and design the network architecture
- Review and assess the data and network flow
- Design and implement intrusion detection and prevention

Solutions
- Network segregation testing
- Firewall exposure testing
- Wireless testing

Configuration management
- Active directory review
- Database configuration review
- Firewall configuration and ruleset review
- Network device configuration review
- Software configuration review
- Server and client build review

Cyber security managed service

Threat intelligence
- Corporate digital footprint analysis
- Personal digital footprint analysis
- Detection and response management
- Review detection and response solution
- Architect and design detection and response solution
- Management of detection and response solution
- Detection use case development
- Onshore 24/7 security controls monitoring

Vulnerability management
- Review, design and implementation of vulnerability

Management solution
- Vulnerability assessment and programme management
- Configuration assessment and management
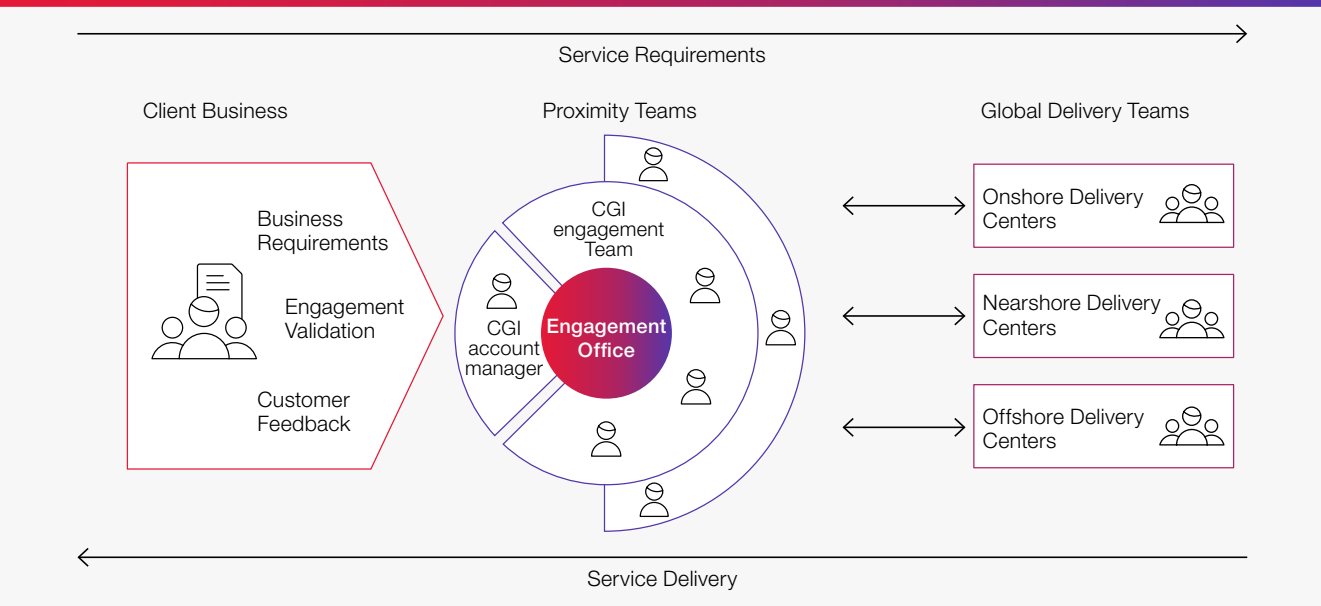- Patch management

Access management
- Identity and access reviews
- Review and design role-based access controls
- Privileged access management systems implementation and management

Cyber security and physical security testing
- IT and OT facilities physical security assessments
- Secure code analysis
- Red team exercises
- External network assessment
- Web and mobile application testing
- Web services testing
- Phishing exercises

CGI Cyber security services delivery framework

A good IT and OT cyber security partner needs to be comprehensive, flexible, adaptable and well-integrated into the client's environment.

Consistent Delivery	Great People	Continuous improvement
Rigorous quality management: The CGI Management Foundation and our ISO certified quality frameworks support delivery excellence and consistency across our global delivery network.	**Flexible models:** We adapt our delivery models to reflect the evolving cultural, business, language, security and privacy requirements of our clients. Regardless of delivery location, our professionals share a common passion for excellence and client satisfaction.	**Outcome-based approach:** This approach incentivises us to constantly find ways to digitise' and 'modernise to improve productivity and provide the best service at competitive prices, while maintaining service excellence.

CGI understands that the proposed service demands may vary depending on client requirements. Our client engagement and delivery model is able to scale up and down based on the client demand, ensuring that the client security requirements are reliably and consistently met in a cost-effective manner.

Rapid support when needed the most:

1. We provide local cybersecurity and IT support backed by the capabilities of global delivery teams.

2. Our cyber security team has years of experience in responding to and addressing complex IT and OT cyber security requirements.

3. We respond quickly and effectively scaling to customer requirements in identifying business needs and managing secure outcomes.

About CGI global cyber security

For nearly four decades, CGI has helped clients manage complex cyber security issues with a business-focused approach. We understand cyber security from all angles—technology, business and legal—and have a 360-degree view of global and local threats in both the public and private sectors.

Through our end-to-end cyber security services and large pool of industry-certified, accredited and security-cleared experts, we protect clients in over 16 countries and across all industries.

Our managed cyber security services are delivered through state-of-the-art facilities, including a world-class innovation lab and three accredited cyber security certification facilities.

We also operate nine global security operation centres that provide 24/7 monitoring and a proactive view of cyber security risks. Through these centres, we protect clients from more than 70 million cyber incidents per day.

To learn more about our cyber security work, visit **cgi.com/au**.

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.

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