



Memorandum

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To	<b>All Users of Insurance Information Services</b>
From	<b>Insurance Information Services</b>
Date	<b>Tuesday, May 18, 2010</b>
Subject	<b>CGI Infrastructure Change (May 28<sup>th</sup>, 2010)</b>

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Valued Clients,

As you know, CGI evolves our infrastructure on an ongoing basis to be able to continue to provide the reliable and consistent service(s) you have come to expect.

Our next step in this evolution is scheduled to take place on Friday, May 28<sup>th</sup>. There are no functional application changes as a result of this migration; this is strictly a move of the applications discussed below to another area of CGI's infrastructure. The purpose of the move is to take advantage of enhanced monitoring and clustering capabilities to reduce downtime in the event of hardware failures.

There are 2 infrastructure components being migrated to new environments on the 28<sup>th</sup> of May:

**1. GAPI**

This migration is planned for Friday, May 28<sup>th</sup> at 9:00 p.m. There may be intermittent outages Friday evening (between 9:00 pm and 11:30 pm) while we implement this change. If you would like to confirm your connectivity to the new environment after our implementation on Saturday, May 29<sup>th</sup>, 2010 (between 8:30am and 9:30am) please contact Sonia Jolly at [sonia.jolly@cgi.com](mailto:sonia.jolly@cgi.com) no later than Thursday May 20<sup>th</sup>, 2010 to coordinate your connectivity test.

**2. MVR Predictor related infrastructure accessed for the following access methods:**

- a. Global API (GAPI) access
- b. Webservice
- c. RapidWeb

This migration is also planned for Friday, May 28<sup>th</sup> at 9:00 pm along with the GAPI migration. There may be intermittent outages Friday evening (between 9:00 pm and 11:30 pm) while we implement the change. There is no requirement for Client confirmation for this migration.

CGI has conducted testing of the affected applications within the new environment and we do not anticipate any affect to client processing or work flow as a result of this change. Final tests are being concluded and we expect to move forward with our implementation timeline as described above. We do want to communicate the change for your awareness and we will inform you if implementation plans change for any reason.

If you have any questions or wish to discuss this further, please don't hesitate to contact Sonia Jolly at [sonia.jolly@cgi.com](mailto:sonia.jolly@cgi.com)

CGI thanks you for your continued support.

Sincerely,

CGI Insurance Information Services