



# Global Program Management

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## Overview of Topics to be Addressed

- About CSC
- CSC's Largest Program
- How big is big?
- Top 3 Challenges
- Questions



# Since 1959, We've Helped Clients Achieve Competitive Advantage from Every Major Technology Wave

We are a **world leader** in leveraging IT to develop business solutions and services

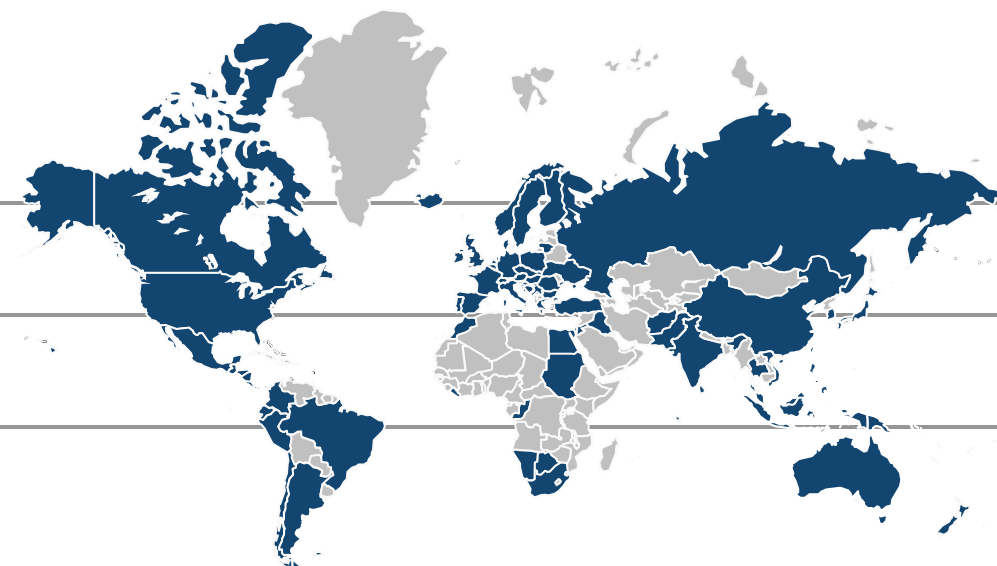
Market-leading corporations and major government agencies partner with us **when delivery is critical to their mission**

Our **94,000+** professionals serve clients in more than 90 countries

We have a 50-year track record of **client service excellence**

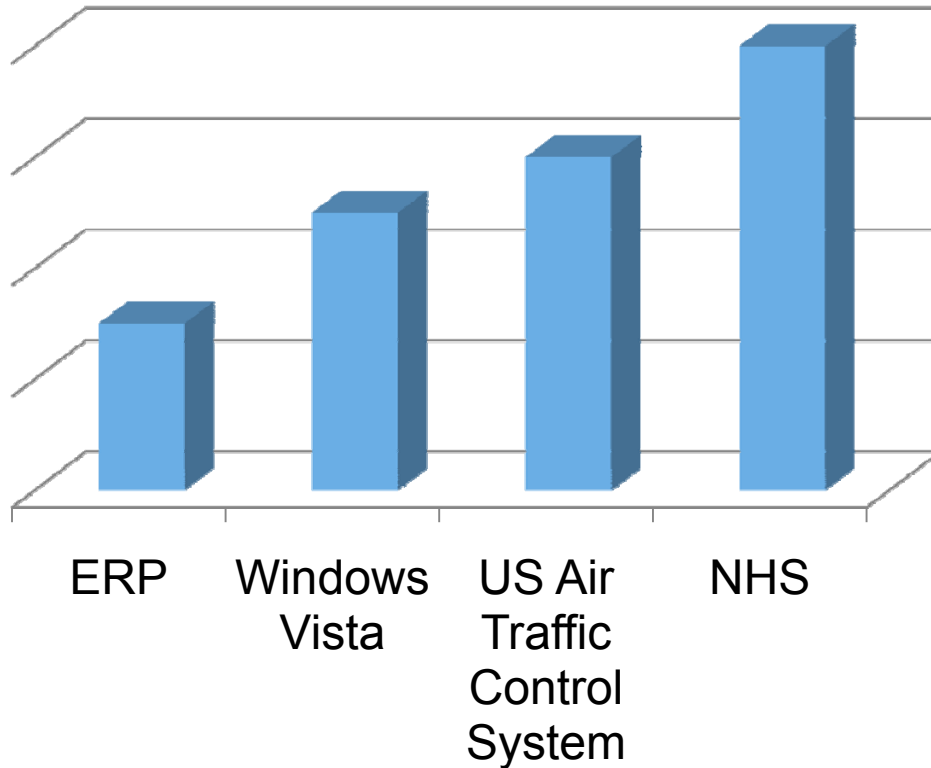
Our **global delivery network** provides consistent delivery of solutions and services — common processes and highly skilled, cost-effective, multilingual resources

We are CSC: an NYSE listed, Fortune 200 and Fortune “Most Admired Company” — **50 Years Strong**



Across the globe — when delivery is critical

## Lines of Code



65 million  
patients

30,000  
practitioners

300  
hospitals

This is the largest known software development project in the history of IT

# 1. Requirements Definition and Scope Management

Multiple Stakeholder groups and types of stakeholders

Hospitals,  
Pharmacies,  
Dentists,  
Emergency Helicopters,  
etc...

Doctors,  
Administrators,  
Nurses,  
Dispatchers,  
etc...

...all with different processes, opinions, tools and points of view

This program touches the entire health care industry for a Nation.

**The ability to define and enforce standardization is critical.**

# 2. Overcoming Cultural Differences

### Three unique and distinct cultures:

British

Indian

American

Different approaches to problem solving

Different reactions to escalations

Different styles of communication

Understanding the differences and adapting to them is a key to success.

### 3. Long Program Duration

**Program initiated in 2002 and in its 8<sup>th</sup> year**

#### **People change...**

- Trained resources move on
- People with whom deals were struck leave

#### **Technologies change...**

- Risk of obsolescence before deployment
- Different levels of technological readiness in stakeholder orgs

#### **Governments change...**

- Different leaders bring new agendas
- Public opinion can sway decisions heavily

#### **Global economies change...**

- Program funding can disappear
- Exchange rates change

**Focus on the incremental delivery of value and the management of expectations.**

50 YEARS  
STRONG

CSC

Questions?