

# PROGRAM CONTROL *CENTER OF EXCELLENCE*



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Managing complex IT programs, particularly those that span multiple countries, is a daunting task. CSC's Program Control Center of Excellence provides world-class expertise in remote IT program management for global accounts. By focusing on critical program control activities at competitive rates, the Center delivers cost savings, enhanced professional levels of service, increased project management productivity, and access to senior infrastructure project managers throughout CSC. Program control resources are available for both long- and short-term assignments and can be deployed on short notice. The Center provides statistical data for project performance and client feedback.

It is no longer enough for today's project managers to complete individual projects on time and within budget. Now, organizations must leverage their project management capability into a key competitive advantage. The remote resources of the Center's free onsite program and project managers and account staff to spend their time more effectively with clients. The Center ensures that a global program management standard of the highest quality is deployed consistently across large accounts.

CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each Center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

## CAPABILITIES

- Project management
- Project definitions and statements of work
- Planning and scheduling
- Program control including earned value analysis
- Program management office functions
- Charge code and Inter-office Work Order (IWO) setup
- Change management
- Risk management
- Issue management
- Asset management
- Procurement
- Production integration

The Center is in regular contact with other CSC communities and utilizes their knowledge bases. Center staff, which includes almost 60 project managers, applies its expertise to guide large programs in implementing world-class program control strategies and techniques.

#### **BENEFITS**

The Center provides many benefits to clients in terms of productivity and streamlined operations, including:

- Better decision making regarding corrective actions
- Better resource analysis
- Better cost/schedule risk analysis
- Better justification of schedule and cost impacts due to changes

#### **RESOURCES**

The Center's professional staff brings deep experience to each assignment from working with multiple clients and global accounts, and demonstrates consistent standards of excellence in global program control. Center staff includes senior program and project managers and project management office support professionals. The staff has particular expertise and qualifications in:

- Project Management Institute (PMI) accreditation
- Project management and program management
- Six Sigma
- Global project management services guidelines
- Estimating and scheduling
- CSC Catalyst<sup>SM</sup>