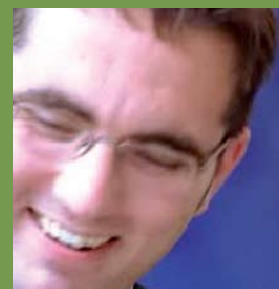


# JAMES WEBSTER

**ROLE:** SERVICE DELIVERY MANAGER

**JOINED:** 2004

**STUDIED:** COMPUTER SCIENCE, UNIVERSITY OF WARWICK



I am James Webster, I am a Service Delivery Manager for CSC, been here for nearly four years. One of the first impressions I got was that the culture was around free movement around the organisation, going along your own career path and driving your own career and that was something that really appealed to me.

The key aspect to service delivery is delivering the service to the client against the contract that's in place and being the differentiator to ensure that the client will want to stay with us after the contract has ceased.

I work on an account that's based in 14 countries and have been lucky enough to travel to at least six or seven of those in the past year. I have been shipped off to Serbia, for example, at very short notice, also been to Turkey and that has given me a great insight into different cultures, so there's definitely freedom in moving around the organisation, both geographically and through the line of service.

Part of the graduate programme you are encouraged to move around on two or three placements before your two year assignment has been done. It is open to you to manipulate that a little bit and I certainly did that and I certainly didn't follow the standard process. What it gave me was experience into the other parts of the organisation and how they deliver, which meant that I fully understood the whole CSC organisation when I came into my long term role.

I think as a graduate CSC really does stretch and challenge you from day one, being exposed to the key clients within every contract and I think that's been a very challenging role to take on. It's a brilliant place to work, it's a friendly atmosphere, its always backed me in my career and its always helped me progress as quickly as possible.

