

Technology  
Ireland  
ICT

Skillnet

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DUBLIN  
TECHNOLOGICAL  
UNIVERSITY DUBLIN

The Hackett Institute  
PROFESSIONAL DEVELOPMENT FROM THE HACKETT GROUP



# MSc in Global Business Services

## 2 year part-time, blended learning programme

This specialised Masters programme will provide you with an immersive and challenging learning experience to equip you with the knowledge and skills needed to operate at a strategic level and accelerate your career. Throughout the course, you will benefit from applied learning and interactive classes with TU Dublin, along with industry leading online content from the Hackett Institute.

Upon completion of your MSc in Global Business Services, you will have acquired more than a knowledge of GBS functions; you will have developed the skillsets for decision making, critical thinking and effective leadership.

The MSc in Global Business Services is designed to develop your management skills and to encourage your strategic thinking. Our aim is to help you become a leader and innovator in the Global Business Services sector (GBS).

## Benefits

### Student

- Enhance skills, knowledge and capabilities for current and future roles, having developed a broader understanding and awareness of customer and business issues.
- Acquire professional, academic and internationally recognised qualifications.
- Gain recognition and satisfaction from becoming a subject matter expert within the highly competitive GBS sector.
- Improve opportunities for promotion and earnings.
- Enhance impact and accelerate performance through new working methods and frameworks.

Developed in  
collaboration with



### Organisational

- Retain and develop the best talent and create a clear career path, either upwards or laterally.
- Build an internal talent pipeline.
- Enhance customer experience and employee satisfaction.
- Acquire core GBS specific knowledge and skills based on proven best practices.
- Enable and develop your workforce to drive value adding, customer-centric transformational activities.
- Position your organisation and Ireland as a global centre of excellence.

## Module Content

### Operational & Strategic Excellence

Strategic Alignment	Strategic Operations Management
Placement & Process	Creativity & Innovation Management
Change & Team Management	Human & Organisational Issues
Contemporary Leadership	Service Delivery – Placement & Processes
Organisation & Governance	
Service & Transformation Management	

### Transformational Excellence

Major Consulting Project

Structured Project addressing a real-time issue or challenge within your company or in the wider GBS sector.

## Entry Requirements

A primary degree (minimum result 2.2) in any discipline or an equivalent professional qualification. Candidates with significant and relevant work experience but without the requisite qualifications may be considered under a Recognition of Prior Learning process.

## Fees

Annual Fee \_\_\_\_\_

Skillnet Grant \_\_\_\_\_

**\*\*To be confirmed \*\***

## Contact

For further information or to apply:

**Email:** [info@ictskillnet.ie](mailto:info@ictskillnet.ie)

**Visit our website:** [www.ictskillnet.ie](http://www.ictskillnet.ie)

**"I am now able to contribute confidently and credibly to strategic and tactical GBS discussions and apply my learning to ensure we are working towards world class capability in Customer Experience and broader functional/ service management areas."**

Past Student



**"If we are to ensure that Ireland continues to be seen as a value destination for inward investment from countries such as the US, we have to develop our strategic capabilities even further including our technology and our expertise. There is no doubt this will result in many more opportunities for Ireland in this space."**

Miriam O'Keeffe,  
American Chamber of Commerce