Technology Ireland ICT

Skillnet.

Diploma in Global Business Services

ONLINE • PART–TIME • NFQ LEVEL 8

The Hackett Institute
PROFESSIONAL DEVELOPMENT FROM THE HACKETT GROUP

OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH
DUBLIN
TECHNOLOGICAL
UNIVERSITY DUBLIN

Unleash your unstoppable potential,
with Technology Ireland ICT Skillnet

Technology is ever-changing. No matter what stage you are at in business or your career, there is always more to learn.

At Technology Ireland ICT Skillnet, our vision is to create **progressive futures**, helping organisations to **transform at scale** and individuals to **develop a competitive edge**, through the **power of learning**.

For almost two decades, Ireland's leading technology companies have trusted us to build the critical skills needed to thrive in a rapidly evolving market.

Let us connect you to the infinite possibilities shaping the world of tomorrow.

Supercharged skills

Each of our programmes are designed, developed, and validated by specialists from academia and industry, working together, with a constant focus on:

1 **Creating opportunity and momentum** for experienced professionals and those starting out or transitioning career.

2 Delivering learning solutions in a way that **balances work and study**.

3 Providing practical skills, along with the theoretical, allowing businesses to **navigate new frontiers in the world of tech**.

5,000+
companies supported

12,000+
learners upskilled

30+
professional programmes

Online, blended, and
in-company training supports

Government-subsidised
programme fees, up to 100%

Diploma in Global Business Services

Accelerate your career, on a global level.

The evolution of Global Business Services (GBS) and Shared Services Industries has revolutionised operational efficiency, amalgamating diverse functions like Finance, IT, Procurement and HR to centralise services for multiple business units.

The success of GBS and Shared Services organisations, however, depends on the knowledge, skills and capabilities of their staff. With the emergence of multi-functional Global Business Services organisations in a knowledge-centric ecosystem, learning and development is imperative to create and motivate high-performing professionals and teams.

This online and part-time 6-month Diploma in Global Business Services is a Level 8 (20 ECTS credit) continuing professional development course, designed to support individuals with a career in GBS and Shared Services. The focus of the course is to provide participants with the fundamental knowledge and skills required to perform successfully in a GBS organisation and to develop the competencies of the GBS talent pool in Ireland as a whole.

The course has been developed through a unique collaboration of Technology Ireland ICT Skillnet, TU Dublin and The Hackett Institute. It is supported by Skillnet Ireland, IDA Ireland, American Chamber of Commerce in Ireland, Technology Ireland Ibec and their member companies. Together, we have crafted a rigorous, and globally unique, course with an academic qualification based on cutting-edge insights and best practices, to help you and your team stay ahead in the dynamic world of global business services.

At a glance

Next Start Date
September 2024

Award
Level 8 NFQ (20 ECTS)

Delivery
Online via the Hackett Institute elearning platform and TU Dublin's virtual learning environment

Duration
6-months part-time

Fees
Skillnet subsidised: €1,299
Non-subsidised: €1,695

Programme Partners
Technological University Dublin and The Hackett Institute

Who is this programme for

Professionals and entry-level associates already working within the GBS and Shared Services industries who seek to enhance their expertise, stay abreast of industry changes, and unlock new opportunities for career growth and advancement. This course is also suitable for individuals wishing to pursue a career in Global Business Services.

This qualification can be the first step in a GBS career or undertaken as a refresher for those at a senior level. This course will enable you to master the basic concepts and skills needed to play a successful role in your GBS or Shared Services team.

Programme structure

All course content will be delivered online. The course will commence with a half-day in-person orientation event at the TU Dublin Aungier Street campus, to facilitate networking, experience sharing and group learning.

The content for this programme is devised and developed by the Hackett Institute and provided via the Hackett Institute elearning platform. This bespoke platform will guide the learner through the 4x modules. Learning is undertaken by the participant on a self-study basis.

TU Dublin lecturers will facilitate and provide support to students during their participation on the programme but do not deliver the content.
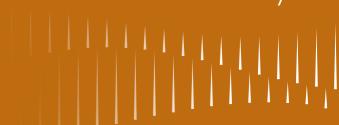
During the Diploma in Global Business Services you will learn the key characteristics of top-performing GBS organisations and the competencies required to improve your contribution to the success of your GBS organisation.

The curriculum provides an introduction to the four key pillars of success:
- Strategic Alignment
- Service Delivery Model (SDM)
- Service Management Framework (SMF)
- Integrated Transformation Management Framework

The result is a broad perspective and set of skills relevant to increasingly integrated GBS operations and the future of work.

Module breakdown

The course is delivered over 4x modules.

Each module comprises 5 ECTS and there will be an assessment following each individual module. Indicative content for each of the modules below:

Module 1	GBS Strategic Information Management

Strategic Alignment 2.0: This course will help you to define global business services (GBS); summarise the history and core concepts of GBS; identify the stages of maturity and value of GBS; discuss GBS mission and vision statements; understand The Hackett Group's Digital World-Class performance; describe the characteristics of a Digital World-Class GBS.

Analytics & Information Management: In this course you will explore setting goals and objectives for GBS organisations, developing SLAs and KPIs, the development of GBS reporting, and provide an introduction to key concepts in analytics.

Module 2	GBS Technology and Service Design

Service Design: This course will introduce you to service design, process design, standard operating procedures (SOPs), process migration, process maturity and improvements.

Technology: This course will introduce you to the application and advancement of technology in GBS and technology migration.

Service Partnering: This course will introduce you to strategies for captive versus outsourcing, location selection and site build-out.

Module 3	GBS Organisation, Governance and Human Capital

Organisation: This course will explore the placement of services, including corporate, shared services and business units. We will also introduce you to organisational modelling for functional areas of GBS.

Governance: This course will enable you to describe a GBS governance model.

Human Capital: This course will introduce you to GBS staffing, recruitment and performance management, developing teams and the people capabilities required by an increasingly digital environment.

Module 4	GBS Service and Transformation Management Fundamentals

Service Management: This course will explain the key elements of service management, including service pricing for GBS, how to manage business relationships, describe operations support, cover talent management and service continuity management, and describe the application of continuous improvement.

Transformation Management: This course will explore how to develop a transformation management strategy for process/functional areas, prepare stakeholder management and communications plans to overcome challenges to change, and manage the project to implement a transformation.

TU Dublin has created assessments to ensure the learner has engaged with and understood the content within the modules.

Outcomes for you

Upon completion of the programme, graduates will feel confident that they have a full understanding of the GBS concept along with a foundational knowledge of core GBS functions, the models, governance, processes and performance measures needed to make their GBS organisation a success.

You will gain an understanding of:

Governance issues arising from introducing change and the techniques needed to manage staff.

Methods used to effectively manage and control shared services.

Tools used to measure performance and improve efficiency and effectiveness.

Key end-to-end processes and activities within the finance function.

How human resource (HR) services can be effectively delivered within an organisation.

Supply chain processes and activities at strategic, tactical, and operational levels.

How to use IT to facilitate the efficient and effective running of a business.

Award

Participants will receive a parchment for the CPD in Global Business Services awarded by Technological University Dublin upon successful completion of the programme.

Core learner benefits

- Learn to communicate effectively with a large range of stakeholders
- Develop broader understanding of business and customer issues
- Improve your opportunity for promotion
- Acquire recognised qualification

Core organisational benefits

- Attract and retain the best talent
- Develop high value skills within your workforce
- Identify future managers
- Improve customer experience

Academic eligibility

The entry requirement is an Irish Leaving Certificate with a minimum grade of O6/H7 in Maths and English. For candidates who do not meet this minimum entry requirement, QQI/PLC/FETAC Level 5 entry routes are also available. Please contact our programme team for further assistance if you are unsure about your academic eligibility.

Funding eligibility

The fees for this programme are part-funded by Technology Ireland ICT Skillnet. The reduced programme fee is €1,299.

Applicants must be working in a private or commercial semi-state organisation registered in the Republic of Ireland (Business, Consultant, Freelancer) to avail of the grant-aided fees. As a government-funded training network, we can only support those meeting these criteria.

Applicants who do not meet our funding criteria may in some cases be able to apply and pay the full fee of €1,695 if there are available places.

Please speak with our programme team to learn more about the availability of funding.

info@**ictskillnet**.ie

"

Embracing change can be a positive if approached in a progressive way, and our partnership with Technology Ireland ICT Skillnet and the GBS programme is instrumental in Pfizer becoming prepared for the future.

**Padraic O'Neill,
VP and GBS Site Lead**

Pfizer

Programme delivered in partnership with:

OLLSCOIL TEICNEOLAÍOCHTA
BHAILE ÁTHA CLIATH
DUBLIN
TECHNOLOGICAL
UNIVERSITY DUBLIN

The Hackett Institute
PROFESSIONAL DEVELOPMENT FROM THE HACKETT GROUP

TU Dublin has five locations across Dublin, including major campuses in Grangegorman, Blanchardstown and Tallaght.

While TU Dublin is already a leader in STEM disciplines, the University also supports the largest cohort of students of business, media, culinary arts, and the creative and performing arts.

They are passionate about life-long learning, and as the largest provider of part-time education, they make an important contribution to the economic life of Ireland, enabling capacity building for the future.

The Hackett Institute develops and delivers talent development and certification programmes to drive digital world class performance. The Hackett Institute is part of the Hackett Group, a leading global benchmarking, research advisory and strategic consultancy firm.

Their curriculums are based on The Hackett Group's proven experience and unmatched intellectual property, derived from their Best Practices Intelligence Center. Students of The Hackett Institute programmes learn how to apply Hackett-Certified® Best Practices to successfully deliver knowledge-centric services.

Ready to develop your career in Global Business Services?

Our team is ready to answer any questions you might have regarding this programme. Send an email to info@ictskillnet.ie or use the enquiry form on our programme page and one of our programme leads will be delighted to assist you.

Successful applicants will be required to complete registration details both for Technology Ireland ICT Skillnet and for TU Dublin (Aungier Street Campus). Programme participants will become registered students of TU Dublin.

Start your learning journey today
with Technology Ireland ICT Skillnet

Learn More

Embrace the future with confidence, with Technology Ireland ICT Skillnet as your training partner.

Technology Ireland ICT

Skillnet

Programme pillars

Our wide range of programme channels allows you to access training in the latest technologies driving business development.

- Artificial Intelligence
- Blockchain
- Cloud
- Cybersecurity
- Data Analytics
- Fintech
- Global Business Services
- Innovation & Transformation
- Leadership
- Quantum
- Software Architecture
- Software Development

Industry approved

With the support of our Industry Steering Group, made up of some of Ireland's most progressive companies, you can be assured that our programmes will provide you with the most relevant and cutting-edge skills that industry demands.

Fidelity INVESTMENTS · **Hertz** · Liberty Information Technology · **ERICSSON**

IBM · **CISCO** · **hp** · Technology Ireland Ibec

Certification you can trust

Through our strategic partnerships with some of Ireland's most influential higher education institutions, we offer a range of certificate, diploma, and masters programmes, with awards accredited on the National Framework of Qualifications.

TU DUBLIN · Ollscoil Teicneolaíochta an Atlantaigh Atlantic Technological University · MTU · DCU Ollscoil Chathair Bhaile Átha Cliath Dublin City University · Maynooth University National University of Ireland Maynooth

UNIVERSITY OF LIMERICK OLLSCOIL LUIMNIGH · National College of Ireland · Ollscoil na Gaillimhe University of Galway · TUS · UCD DUBLIN

Join 12,000+ learners who have transformed their careers with us. **Explore our range of courses ›**

www.**ictskillnet**.ie

Technology Ireland ICT

Skillnet

UNLEASH YOUR
UNSTOPPABLE POTENTIAL