

Course 1: Continuing Professional Diploma in GBS

Who is it for?

This course is designed for entry-level associates, and consists of four foundational modules covering: Finance, Human Resources, Procurement / Supply Chain and Information Technology. The qualification addresses broad Global Business Service centre issues, including generic Global Business Service controls, tools and techniques, and focuses on service specifics.

What Are the Entry Requirements?

The entry requirement will be the Irish Leaving Certificate with a minimum grade of O6/H7 in Maths and English. QQI/PLC/FETAC Level 5 entry routes will also be available.

What Do You Get?

Graduates of this course will be eligible for the award *Continuing Professional Diploma in Global Business Services*. The course will be at Level 8 on the National Framework of Qualifications with 20 ECTS.

How is it Delivered?

All course content for this course will be delivered online. The course will commence with a half-day induction event on site at the DIT Aungier Street Campus.

What Will You Learn?

The course is structured into two main areas:

1. Generic Global Business Service controls, tools and techniques:

You will learn about

- The historical context and basic principles of global business service models
- Governance structures and control frameworks for Global Business Services

- Business processes and service management methods
- Business tools and techniques that can be used in a global business services environment

2. *Service specifics*

Your will learn about

- Finance activities and processes in the context of global business services
- Human resource activities and processes in the context of global business services
- Information technology activities and processes in the context of global business Services
- Procurement activities and processes in the context of global business services

Course modules

Indicative content for each of the modules is set out below. Each module comprises 5 ECTS.

Module 1: GBS Models and Governance

GBS models

- History of GBS
- Drivers of GBS
- Captives, on/off shore, BPO
- Business case for GBS
- GBS governance
- Governance structures
- Costing & pricing models
- Change enablers
- Governance of staff & data

Module 2: GBS Management

GBS service management

- Process mapping
- Standardising processes
- GBS stakeholders
- Customer Focus (internal/External)
- Service delivery management

Performance improvement

- Project management
- Service level agreements
- KPIs and benchmarking
- 4C model & Six Sigma

Module 3: GBS Finance and HR Activities and Processes

Finance

- Order-to-cash
- Bank-to-Treasury
- Purchase-to-pay and T&E
- Account-to-report
- Business report to filing

Human resources

- HR services within a GBS
- HR support of change & business performance
- Role of HR in developing staff
- HR processes & activities

Module 4: GBS IT and Procurement / Supply Chain Activities and Processes

Information technology

- Main elements of IT systems
- Main activities in IT planning
- Key IT project activities
- Main activities in IT operations management

Procurement / Supply chain

- Basic procurement processes & activities
- Strategic sourcing activities
- Tactical procurement processes & activities

To register for this course, please email gbs@ictskillnet.ie

Technology Ireland ICT Skillnet is co-funded by Skillnet Ireland and member companies. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.



An Roinn Oideachais
agus Scileanna
Department of
Education and Skills

Skillnet
IRELAND