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GBS

Learning Outcomes

At the end of this workshop, students will be introduced to the Global Business Services (GBS) Industry, specifically:

- ✓ Basic Operations in the GBS Industry
- ✓ Business culture of the GBS Industry
- ✓ Relevant management tools/ practices on specific area in GBS firms

XN1041M Global Business Services Workshop Series October to December 2017

Global Business Services (GBS) is a term used to describe firms involved in outsourcing and shared services activities. Despite having GBS presence for over 15 years in Malaysia, there is still very little awareness about the GBS concept and the career paths this industry offers. In general, GBS firms leverage global opportunities and technologies by centralising work, governance and business practices into a single location designed to capture additional value for scalability, lower costs, and optimised processes. GBS trends cut across IT, HR, accounting, finance, procurement, legal, engineering research and development, big data analytics and many more, making it one of the most significant trends in today's business world. GBS industry in Malaysia has been growing steadily around 10% to 15% every year.

At the end of 2016, GBS industry brought in a total revenue of RM16.83 billion, the strongest investments poured into Malaysia over the last 19 years, creating more than 86,000 jobs. Every year, over 60 new firms from different countries add their footprints in this country. Now, there are more than 500 GBS companies in Malaysia.

The biggest challenge is attracting and retaining talent with the specific knowledge and skills required by firms in the Industry. This course is intended to equip future graduates with knowledge and skills required, hence increasing their employability in the GBS Industry. This module introduces the Global Business Service (GBS) Industry to future graduates through experiential learning in a real-world setting to develop confidence and opportunity to work with the experts from the industry and interact directly in the case study project. Invited speakers are the CEOs and senior managers from the selected GBS firms who will share their knowledge and experience. Following these workshops, groups of students will be assigned to a GBS firm for a case study project. The case study project will allow students to acquire managerial skills and enhance their understanding of the GBS industry.

NAA GBS Module Schedule

Date	Time	Venue	Activity
4 Oct 2017 (Wed)	1:00-3:00pm	F1A15	GBS Awareness Forum: The Path to a Borderless Career
6 Oct 2017 (Fri)	-	-	Registration for GBS NAA Module Closes (Submit application form to NAA Administrator, Shirley by 2pm)
10 Oct 2017 (Tue)	-	-	Notification to Selected Students Via Email
11 Oct 2017 (Wed)	2:00-2:30pm	EA29	GBS NAA Module Briefing
14 Oct 2017 (Saturday)	9.00-10.00am	F1A24	Talk 1: Introduction to GBS Industry and Global GBS Outlook by <i>MDEC</i>
	10:00am-12:00pm		Talk 2: GBS Governance: Anti Money Laundering and Robotic Process Automation by <i>Citigroup</i>
	12:00-1:00pm		Lunch Break
	1:00 - 3:00pm		Talk 3: GBS Project Management: Centralizing Import Export Order Management in Asia pacific by <i>BASF</i>
	3:00 - 5:00pm		Talk 4: GBS Big Data Analytics by <i>IBM</i>
	5:00-6:00pm		Case Study Briefing
Before 6 Dec 2017	Appointed Time	Company	Mock presentation of Case Study Project to Industry Mentors
6 Dec 2017 (Wed)	12:00-6:00pm	F1A03	GBS Challenge Day: Case Study Presentation
20 Dec 2017 (Wed)	By 2pm	FASS Office	Case Study Report Submission to NAA Administrator, Shirley

