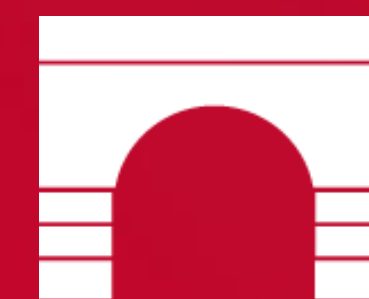




**ABSL  
ACADEMY**



**ABSL Academy – complimentary pass**



**POLITECHNIKA  
WARSZAWSKA  
SZKOŁA BIZNESU**

***CIMA***

**Chartered Institute of  
Management Accountants**

# Three complimentary passes for ABSL Academy

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- Organizers of ABSL Academy decided to offer three complimentary passes for ABSL Academy course which start on May 29th.
- The offer is for students and graduates.
- Good command of English is required.
- If you are interested, please send your CV by May 22nd to [wojciech.tyborowski@absl.pl](mailto:wojciech.tyborowski@absl.pl). The selected candidates will be interviewed in the beginning of next week.
- If you need more information on the offer, please do not hesitate to contact us at +48 603 872 123.
- Complimentary passes are sponsored by BNY Mellon, one of partner company to ABSL Academy.
- More information on the course may be found in the following slides.



# ABSL Academy – organizers of the course



The Association of Business Service Leaders in Poland (ABSL) is a leading business organization that represents the sector of innovative business services in Poland. ABSL Members include 140 companies which conduct business in the area of Shared Services Center (SSC), Business Process Outsourcing (BPO), Information Technology Outsourcing (ITO), Research and Development (R&D) and companies contributing to the sector's growth.

The logo for CIMA (Chartered Institute of Management Accountants) consists of the word 'CIMA' in a white, italicized, serif font, centered within a solid purple rectangular background.

**CIMA**

Chartered Institute of  
Management Accountants

The Chartered Institute of Management Accountants (CIMA) is the leading, and also the largest, organization that brings together specialists in management accounting; it has more than 227 000 members and students in 179 countries.



Warsaw University of Technology Business School - a leader in the education of managers in Poland with a record of over 20 years of experience. Holder of an international accreditation for MBA - EPAS programs (ranked 17th in Europe in last TOP MBA ranking). The Director of the School is Prof. Witold Orłowski.

# Key characteristics

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- English as a teaching language.
- Blended learning model – on-line module + face-to-face workshops.
- Workshops held in Warsaw University of Technology Business School – Fridays & Saturdays, 9 am – 5 pm (starting date: May 29<sup>th</sup>). Detailed schedule is included in this presentation.



# Benefits for participants

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- Learn the fundamentals of tools & techniques applied in business services sector (end-to-end process mapping, standardization, SLA's, KPI's, project management, continuous improvement, defect management, Six Sigma, benchmarking and others),
- Gain knowledge on the full range of end-to-end business processes (finance, HR, IT, procurement),
- Enhance your understanding of governance structures, control frameworks and operating models,
- Test your knowledge and skills in practical business cases delivered by experts from ABSL member companies,
- Work with professional coaches to improve your collaboration skills and further develop your personal capabilities,
- Networking – meet your peers and managers from other business services organizations.



# ABSL Academy – syllabus (3 streams, total # of hours – 204)

SECTOR BACKGROUND (100 hours)	BUSINESS CASES (48 hours)	MANAGE YOURSELF & OTHERS (56 hours)
<b>CIMA CERTIFICATE IN SHARED SERVICES</b>		
Shared services in the context of globalization, governance structure, operating models.	P&G - PM game with the objective to deliver new IT Solution (iPad based) for P&G Sales Department.	Team building and efficient collaboration within cross-cultural teams.
End-to-end process mapping, standardization, customer measures, qualitative service considerations.	RBS – Cyber threats and security	Business communication, communication focused on customer, etiquette, advocacy & presentation skills.
Tools applied in shared services (i.e. SLAs, KPIs, project management, continuous improvement, etc.).	Infosys – Master Data Management; practical workshop on outsourcing Master Data processes	Influencing and persuasion, conflict resolution, negotiation, double-win orientation, giving and receiving feedback.
End-to-end business processes: finance, HR, IT and procurement.	Citi – High Availability Solutions	Personal development management, personal branding.
	BNY Mellon – Is it ethically correct for non-core Hedge Funds company to play the market?	
	Accenture – Business Excellence	



# ABSL Academy – CIMA Certificate in Shared Services (Stream #1)

Generic SSC controls, tools & techniques	A	Understanding shared services in the context of globalisation, different operating models and the services mix.	10%	BROAD PERSPECTIVES
	B	Understanding governance structures and operating models. Costing and pricing of services. Change issues. Data ownership and risk.	10%	
	C	End-to-end process mapping and efficiency. Standardisation. Stakeholders and service management. Qualitative service considerations and other customer measures.	15%	
	D	Tools applied in shared services including SLAs, KPIs, project management, continuous improvement, defect management, Six Sigma and benchmarking.	15%	
Service specifics	E	Understanding the full range of end-to-end finance processes. Providing decision support and traditional finance operations.	20%	
	F	Planning, analysing and reporting workforce metrics. Process compliance and control. Supporting a range of HR activities including recruitment, payroll and benefits processes. L&D support.	10%	
	G	Approaches used to manage hardware, software and information systems. Management of IT planning, projects and ongoing IT operations.	10%	
	H	Understanding supply chain fundamentals including sourcing, category and contract management. Compliance and disputes. Stakeholder management.	10%	



# ABSL Academy – business cases (1/3, Stream #2)

	BNY Mellon	CITI	Infosys
<b>Topic of the case study</b>	Is it ethically correct for non-core Hedge Funds company to play the market?	High Availability (HA) Solutions in Business. (High Availability refers to a system or component that is continuously operational for a desirably long length of time)	Master Data Management – practical workshop on outsourcing Master Data processes.
<b>Short description of the content (bullet points)</b>	Everyone knows Porsche as a leading luxury car manufacturer; however did you know it was making more profits in trading the market than making cars?	<ul style="list-style-type: none"> <li>• What does HA mean</li> <li>• Examples and practical solutions/products</li> <li>• HA ‘business as usual’ duties</li> <li>• Continuity of Business concept</li> <li>• Low-Latency philosophy</li> <li>• Data Backups management</li> <li>• Outages</li> <li>• How we learn about HA</li> <li>• Case Study</li> <li>• Summary</li> </ul>	<ul style="list-style-type: none"> <li>• Infosys BPO introduction</li> <li>• Master Data general introduction</li> <li>• Master Data practical workshop/ game</li> <li>• Technical aspects on Master Data Management in ERP systems</li> <li>• Master Data Cleansing – business case presentation</li> </ul>
<b>What are intended learning outcomes for the case study? What will participants learn?</b>	<ul style="list-style-type: none"> <li>• What is a hedge fund</li> <li>• How is hedge fund as a product used in the financial market</li> <li>• What is short selling</li> <li>• How short selling is used in the market to make money (or lose money)</li> </ul>	Participants will learn how business use High Availability techniques, how to design HA environment, how to deal with its day-to-day challenges.	<ul style="list-style-type: none"> <li>• Master Data role in business processes.</li> <li>• Understanding the role of BPO in Master Data setup, centralization and management.</li> <li>• Material Resource Planning Systems</li> </ul>





# ABSL Academy – business cases (2/3, Stream #2)

	P&G
<b>Topic of the case study</b>	PM game with the objective to deliver new IT Solution (iPad based) for P&G Sales Department.
<b>Short description of the content (bullet points)</b>	<p>1h introduction            6h for going through 6 parts:</p> <ol style="list-style-type: none"> <li>1. Requirements</li> <li>2. Design</li> <li>3. Implementation</li> <li>4. Testing</li> <li>5. Deployment</li> <li>6. Hypercare</li> </ol> <p>1h for presentations and results            In the main part students will get different problems to solve related to each phase, tasks, and questions to answer that will build up their project scores in different parameters (budget, time, quality, team spirit etc.)</p>
<b>What are intended learning outcomes for the case study? What will participants learn?</b>	<ul style="list-style-type: none"> <li>• The role of IT shared service in a global corporation.</li> <li>• Touchpoints between shared services and business.</li> <li>• Typical workflow in a project coming from business need, evaluation against other needs, design, implementation, leverage, reapplication to other markets.</li> <li>• Understanding of industry standard Application Management phases</li> <li>• Understanding of business constraints and challenges and possible reactions to them in constantly changing environment (budget, time, resources constraints).</li> <li>• Understanding of organization and project roles, responsibilities and hierarchy dependencies.</li> </ul>

# ABSL Academy – business cases (3/3, Stream #2)

	RBS
<b>Topic of the case study</b>	While the Internet network and use of information technology has become prevalent, cyber threats continue to increase and evolve impacting companies across the globe. Companies involve cyber security activities to mitigate the risk of threats posed by nation-states, cybercriminals, hacktivist and casual persons, however recent data breaches also demonstrate that organisations continue to struggle with protecting their assets. Consequently it is important for companies to understand the context of their operations in terms of cyber security, company risk profile and legal obligations as well as implement an appropriate mitigation strategy to mitigate cyber security related risks, and respond to security breaches.
<b>Short description of the content (bullet points)</b>	<ol style="list-style-type: none"> <li>1. Cyber Threats - in the past, today and tomorrow</li> <li>2. Cyber Threat landscape</li> <li>3. Layers of defence and threat vectors</li> <li>4. Regulatory and legal requirements and obligations</li> <li>5. Key mitigation strategies</li> <li>6. Business processes</li> <li>7. Applications vulnerabilities and risk controls</li> <li>8. Infrastructure vulnerabilities and risk controls</li> </ol>
<b>What are intended learning outcomes for the case study? What will participants learn?</b>	<ol style="list-style-type: none"> <li>1. Have a basic understanding of the state of cyber security and its impact on organisations.</li> <li>2. Have a basic understanding of the threat landscape framework and company attack vectors</li> <li>3. Are able to formulate understand legal and regulatory requirements in relation to cyber field.</li> <li>4. Have knowledge regarding fundamental aspects of cyber security in company infrastructure and application</li> <li>5. Have ability to consider cyber security aspects in business decision making process.</li> </ol>

# Course completion criteria and certificates

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- Tests and exams:
  - CIMA exam in one of Pearson Vue's exam centers,
  - Each business case will be graded individually,
  - Feedback from personal and interpersonal skills development workshops.
- Attendance.
- Certificates will be granted to participants that will meet all completion criteria:
  - ABSL Certificate,
  - CIMA Certificate in Shared Services,
  - WUT BS Certificate.



# ABSL Academy – the schedule (updated version)

	Date	No. Of hours	Content	Owner
<b>Friday</b>	May 29	8	PM game with the objective to deliver new IT Solution (iPad based) for P&G Sales Department.	Procter & Gamble
<b>Saturday</b>	May 30	8	Team building and team working	prof. Olaf Żylicz
<b>Friday</b>	Jun 12	8	Master Data Management – practical workshop on outsourcing Master Data processes.	Infosys
<b>Saturday</b>	Jun 13	8	Communication in business	Alexander Mann Solutions
<b>Friday</b>	Jun 26	8	High availability solutions	CITI
<b>Saturday</b>	Jun 27	8	Influencing and persuasion	Alexander Mann Solutions
<b>Friday</b>	Jul 3	8	Is it ethically correct for non-core Hedge Funds company to play the market?	BNY Mellon
<b>Saturday</b>	Jul 4	8	Presentation skills	Alexander Mann Solutions
<b>Friday</b>	Jul 10	8	Cyber security and threats	Royal Bank of Scotland
<b>Saturday</b>	Jul 11	8	Personal brand development	Alexander Mann Solutions
<b>Friday</b>	Jul 17	8	Business excellence	Accenture
<b>Saturday</b>	Jul 18	8	Managing personal development / Giving and receiving feedback	prof. Olaf Żylicz
<b>Friday</b>	Jul 24	8	Evaluation session	prof. Olaf Żylicz / AMS
<b>TOTAL</b>		104 hours face-to-face workshops + 100 hours on-line		





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**THANK YOU FOR YOUR ATTENTION**

**for more information please visit our website**

**<http://abslacademy.pl/>**

**or send an email to [wojciech.tyborowski@absl.pl](mailto:wojciech.tyborowski@absl.pl)**

