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Course Name

Digital Tools & Automation in General Services Management

Sector Name

Digital Transformation and Innovation

Document Type

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Digital Tools & Automation in General Services Management

Course Introduction

Digital transformation is reshaping the way General Services functions operate, enabling organizations to improve efficiency, enhance service quality, reduce operational costs, and deliver faster, data-driven support services. From facilities management and asset tracking to workflow automation, service requests, and performance monitoring, digital technologies have become essential tools for modern General Services operations. Organizations that successfully adopt digital solutions are better equipped to streamline processes, improve decision-making, strengthen operational control, and support business continuity.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to leverage digital tools and automation within General Services operations. Participants will learn how to digitize administrative processes, automate routine workflows, utilize smart technologies, improve operational visibility through data, and develop digital transformation initiatives that enhance productivity, service excellence, and long-term organizational performance.



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Digital Tools & Automation in General Services Management

Target Audience

- ✓ General Services Managers and Supervisors
- ✓ Facilities Management Professionals
- ✓ Administration Managers
- ✓ Operations and Support Services Professionals
- ✓ Digital Transformation Coordinators
- ✓ Professionals involved in workplace operations and service improvement

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Learning Objectives

- ✓ Understand the role of digital transformation in modern General Services operations.
- ✓ Identify digital tools that improve administrative and operational efficiency.
- ✓ Apply workflow automation techniques to streamline General Services processes.
- ✓ Utilize digital technologies to monitor assets, facilities, and service performance.
- ✓ Measure operational performance using digital dashboards and analytics.
- ✓ Develop a roadmap for digital transformation and continuous improvement in General Services.

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Digital Tools & Automation in General Services Management

Course Outline

✓ Day 01

Foundations of Digital Transformation in General Services

Digital Transformation Fundamentals

- ✓ Evolution of digital technologies in General Services
- ✓ Benefits of digital operations and automation
- ✓ Building a digital-first service culture

Digital Ecosystem for General Services

- ✓ Overview of digital platforms and workplace technologies
- ✓ Integrating operational systems
- ✓ Data-driven decision-making fundamentals

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Course Outline

✓ Day 02

Planning and Designing Digital Operations

Digital Process Mapping

- ✓ Identifying automation opportunities
- ✓ Redesigning workflows for efficiency
- ✓ Prioritizing digital transformation initiatives

Selecting Digital Solutions

- ✓ Evaluating digital tools and software platforms
- ✓ Defining technology requirements
- ✓ Planning digital implementation projects

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Course Outline

✓ Day 03

Implementing Automation and Smart Technologies

Workflow Automation

- ✓ Automating routine administrative processes
- ✓ Digital service request management
- ✓ Electronic approvals and workflow management

Smart General Services Operations

- ✓ Digital assets and facilities management
- ✓ Internet of Things (IoT) applications in workplace operations
- ✓ Mobile technologies for field operations

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Digital Performance Monitoring

- ✓ Developing operational dashboards
- ✓ Measuring service performance using analytics
- ✓ Using real-time data for operational decisions

Continuous Improvement Through Technology

- ✓ Optimizing automated processes
- ✓ Improving customer and employee experience
- ✓ Driving operational excellence through innovation

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Digital Tools & Automation in General Services Management

Course Outline

✓ Day 05

Governance, Cybersecurity & Future Digital Services

Digital Governance and Information Security

- ✓ Governance frameworks for digital operations
- ✓ Data protection and cybersecurity considerations
- ✓ Managing digital risks and compliance

Future Trends and Digital Transformation Roadmap

- ✓ Artificial Intelligence and intelligent automation
- ✓ Smart workplace technologies
- ✓ Developing a long-term digital transformation strategy for General Services excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 2, 2026	Nov. 6, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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