



# Advanced Master's Degree MBA in Digital Business Management

» Modality: online

» Duration: 2 years

» Certificate: TECH Global University

» Credits: 120 ECTS

» Schedule: at your own pace

» Exams: online

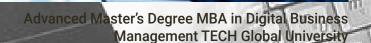
Website: www.techtitute.com/us/school-of-business/advanced-master-degree/advanced-master-degree-mba-digital-business-management

# Index

02 03 Why Study at TECH? Why Our Program? **Objectives** Welcome p. 6 p. 10 p. 4 p. 14 05 06 Methodology Skills Structure and Content p. 42 p. 22 p. 28 80 Impact on Your Career Benefits for Your Company Our Students' Profiles p. 50 p. 54 p. 58 Certificate

# 01 **Welcome**

Digitalization in all sectors is here to stay, offering the advantages of the Internet to all companies. Therefore, business management must be directed towards this new field, to achieve effective and real growth, because all the processes of a company, today, are linked, in one way or another, with digitization, so there has been an exponential growth of online companies. In this context, company managers and decision-makers must increase their knowledge and specialize in all the tools offered by the digital era. For this purpose, TECH offers this complete program, in which you will find the most relevant information to achieve success in this field.









# tech 08 | Why Study at TECH?

## At TECH Global University



## Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



## The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



# Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+

200+

executives trained each year

different nationalities



## **Empowerment**

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+

collaborative agreements with leading companies



#### **Talent**

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



## **Multicultural Context**

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



## Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"

# Why Study at TECH? | 09 tech

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



## **Analysis**

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



## **Academic Excellence**

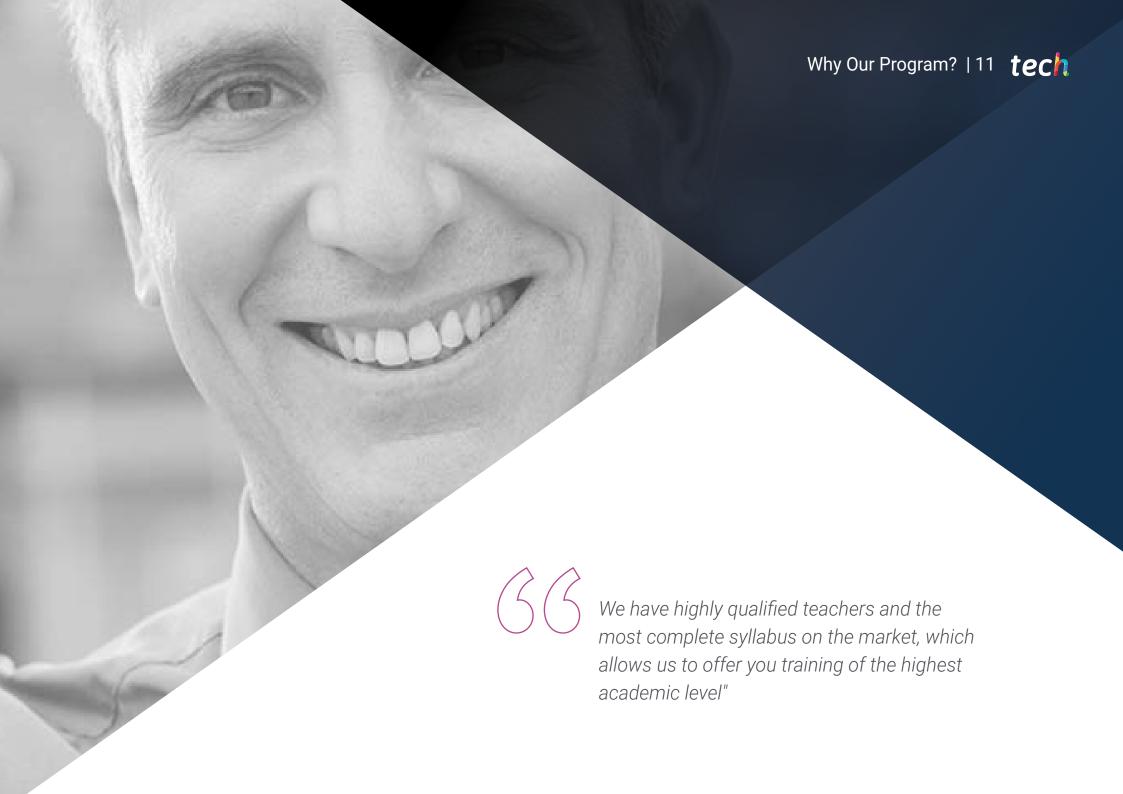
TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



# **Economy of Scale**

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.





# tech 12 | Why Our Program?

This program will provide students with a multitude of professional and personal advantages, particularly the following:



## A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.



# Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.



# Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



# Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



## Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



## Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.



# Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



# Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Global University community.

We give you the opportunity to train with a team of world renowned teachers.





# tech 16 | Objectives

Your goals are our goals.

We work together to help you achieve them.

The Advanced Master's Degree MBA in Digital Business Management will enable you to:



Define the latest trends in business management, taking into account the globalized environment that governs senior management criteria



Develop strategies to carry out decision-making in a complex and unstable environment



Develop the key leadership skills that should define working professionals





Follow the sustainability criteria set by international standards when developing a business plan



Create corporate strategies that set the script for the company to follow in order to be more competitive and achieve its own objectives



Develop the essential skills to strategically manage the business activity



Understand the best way to manage the company's human resources, achieving a better performance in favor of the company's profits



09

Acquire the communication skills necessary for a business leader to get their message heard and understood by the members of their community



Design innovative strategies and policies to improve management and business efficiency



Understand the economic environment in which the company operates and develop appropriate strategies to anticipate changes



Understand the logistics operations that are necessary in the business environment in order to develop an adequate management of them



Be able to develop all the phases of a business idea: design, feasibility plan, execution, follow-up



Be able to apply information and communication technologies to the different areas of the company





Carry out the marketing strategy that allows us to make our product known to our potential customers and to generate an adequate image of our company



Acquire in-depth knowledge of the phases involved in creating a company



Implement digitization strategies for a business, making the right decisions to achieve the planned objectives



Lead change processes in the company based on digitalization



19

Carry out digital marketing and e-commerce strategies



Analyze and identify factors that generate difficulties or opportunities in digital environments



Apply SEO and SEM tools in marketing campaigns



Leverage social media for marketing and advertising campaigns



Develop management skills necessary to lead the growth and expansion of companies operating in digital environments



(22)

Identify the changes required to improve management and direction within the company, based on orienting the strategy to the digital environment



Design and plan online reputation campaigns



Know how to manage online monitoring tools to understand the reach of marketing campaigns



Understand web analytics and digital metrics of the tools we use





Be able to carry out effective e-mailing campaigns

28

Understand the new trends in cell phone-based e-commerce







Perform overall management of the company, applying leadership techniques that influence the performance of workers, in such a way that the company's objectives are achieved



Proper team management to improve productivity and, therefore, company profits



Lead the company's corporate and competitive strategy

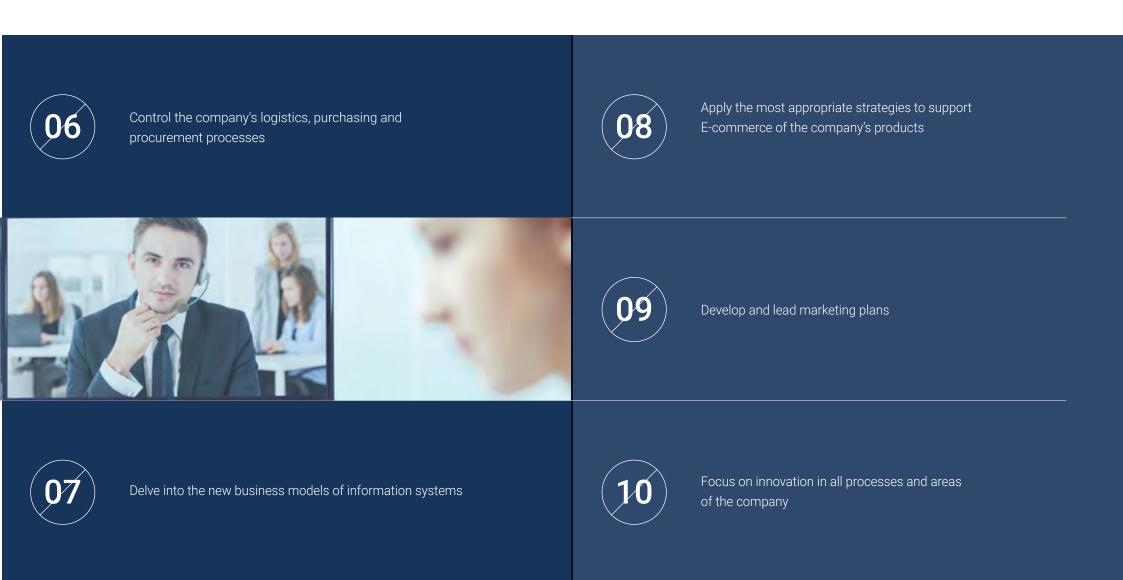


03

Resolve business conflicts and problems between workers



Carry out the economic and financial control of the company











# tech 30 | Structure and Content

# **Syllabus**

The Advanced Master's Degree MBA in Digital Business Management of TECH Global University is an intensive program that prepares you to face challenges and business decisions at both national and international levels. Its content is designed to promote the development of managerial skills that enable more rigorous decision-making in uncertain environments.

Throughout 3,000 hours of study, you will analyze a multitude of practical cases through individual work, which will allow you to transfer everything you have learned to daily practice. It is, therefore, an authentic immersion in real business situations.

This Advanced Master's Degree MBA in Digital Business Management deals in depth with the main areas of the company, and is designed for managers to understand the management of a digital business from a strategic, international and innovative perspective.

A plan designed for you, focused on improving your career and preparing you to achieve excellence in leadership and business management. A program that understands your needs and those of your company through innovative content based on the latest trends, supported by the best educational methodology and an exceptional faculty, which will provide you with the skills to solve critical situations in a creative and efficient way.

This program takes place over 24 months and is divided into 18 modules:

Module 1	Leadership, Ethics, and CSR
Module 2	Strategic Direction and Executive Management
Module 3	People and Talent Management
Module 4	Economic and Financial Management
Module 5	Operations and Logistics Management
Module 6	Information Systems Management
Module 7	Commercial Management, Marketing, and Corporate Communication
Module 8	Innovation and Project Management
Module 9	Competitive Environment and Strategy
Module 10	Entrepreneurial Innovation and Initiative
Module 11	Digital Marketing and E-Commerce
Module 12	Search Engine Marketing
Module 13	Digital Communication and Online Reputation
Module 14	Performance and Inbound Marketing
Module 15	Web Analytics and Marketing Analytics
Module 16	International Finance
Module 17	Mobile E-Commerce
Module 18	New Digital Trends



# Where, When and How is it Taught?

TECH offers the possibility of developing this program completely online. During the 24 months of training, you will be able to access all the contents of this program at any time, which will allow the student to self-manage their study time.

A unique, key and decisive educational experience to boost your professional development and make the definitive leap.

# tech 32 | Structure and Content

Corporate Strategy

2.5.4. Strategic Management and Reporting

#### Module 1. Leadership, Ethics, and CSR. 1.1. Globalization and Governance 1.2. Leadership 1.3. Business ethics 1.4. Sustainability 1.1.1. Globalization and Trends: Internationalization 1.2.1. Intercultural Environment 1.3.1. Ethics and Integrity 1.4.1. Business and Sustainable Development 1.2.2. Leadership and Business Management 1.3.2. Ethical Behavior in Companies 1.4.2. Social, Environmental and Economic Impact of Markets 1.1.2. Economic Environment and Corporate 1.2.3. Management Roles and Responsibilities 1.3.3. Deontology, Ethical Codes and Codes of 1.4.3. The 2030 Agenda and the SDGs Governance Conduct 1.1.3. Accountability 1.3.4. Fraud and Corruption Prevention Corporate Social Responsibility 1.5.1. Corporate Social Responsibility 1.5.2. Roles and Responsibilities 1.5.3. Implementing Corporate Social Responsibility Module 2. Strategic Direction and Executive Management 2.3. Strategic Planning and Strategy 2.1. Organizational Analysis and Design 2.2. Corporate Strategy 2.4. Strategy Models and Patterns Formulation 2.1.1. Organizational Culture Corporate Level Strategy Wealth, Value and Return on Investments 2.1.2. Organisational analysis Typologies of Corporate Level Strategies Corporate Strategy: Methodologies 2.3.1. Strategic Thinking 2.1.3. Designing the Organizational Structure Determining the Corporate Strategy Growing and Consolidating the Corporate 2.3.2. Strategic Planning and Formulation 2.2.4. Corporate Strategy and Reputational Image Strategy 2.3.3. Sustainability and Corporate Strategy 2.5. Strategic Management 2.6. Strategic Implementation and 2.7. Executive Management 2.8. Analyzing and Solving Cases/ Problems Execution 2.5.1. Strategic Mission, Vision and Values 2.7.1. Integrating Functional Strategies into the 2.5.2. Balanced Scorecard Global Business Strategies 2.6.1. Strategic Implementation: Objectives, Actions 2.8.1. Problem Solving Methodology 2.5.3. Analyzing, Monitoring and Evaluating the 2.7.2. Management Policy and Processes

2.7.3. Knowledge Management

2.8.2. Case Method

2.8.3. Positioning and Decision Making

and Impacts

2.6.2. Strategic Alignment and Supervision

2.6.3. Continuous Improvement Approach

4.12. Analyzing and Solving Cases/ Problems

4.12.1. Problem Solving Methodology 4.12.2. Case Method

Mod	ule 3. People and Talent Management						
<b>3.1.</b> 3.1.1. 3.1.2. 3.1.3.	Organizational Behavior Organizational Theory Key Factors for Change in Organizations Corporate Strategies, Types, and Knowledge Management	3.2.1. 3.2.2.	Strategic People Management Job Design, Recruitment and Selection Human Resources Strategic Plan: Design and Implementation Job Analysis: Design and Selection of People Training and Professional Development	3.3.1. 3.3.2. 3.3.3.	Management and Leadership Development  Management Skills: 21st Century Skills and Abilities  Non-Managerial Skills  Map of Skills and Abilities Leadership and People Management	3.4.2. 3.4.3.	Change Management Performance Analysis Strategic Approach Change Management: Key Factors, Process Design and Management Continuous Improvement Approach
3.5.2. 3.5.3.	Negotiation and Conflict Management Negotiation Objectives: Differentiating Elements Effective Negotiation Techniques Conflicts: Factors and Types Efficient Conflict Management: Negotiation	3.6.2. 3.6.3.	Executive Communication Performance Analysis Leading Change. Resistance to Change Managing Change Processes Managing Multicultural Teams	3.7.1. 3.7.2. 3.7.3.	Team Management and People Performance Multicultural and Multidisciplinary Environment Team and People Management Coaching and People Performance	3.8.2.	Knowledge and Talent Management Identifying Knowledge and Talent in Organizations Corporate Knowledge and Talent Management Models
	and Communication			3.7.4.	Management Meetings: Planning and Time Management	3.8.3.	Creativity and Innovation
		ement		3.7.4.		3.8.3.	Creativity and Innovation
Mod 4.1. 4.1.1. 4.1.2.	ule 4. Economic and Financial Manage  Economic Environment  Organizational Theory	<b>4.2.</b> 4.2.1. 4.2.2. 4.2.3.	3	<b>4.3.</b> 4.3.1. 4.3.2.	Budget and Management Control Budgetary Planning Management Control: Design and Objectives	4.4.	Corporate Tax Responsibility Corporate Tax Responsibility

4.11. Money and Capital Markets

4.11.1. Fixed Income Market

4.11.3. Valuation of Companies

4.11.2. Equity Market

4.10. Strategic Financing

4.10.1. Banking Business: Current Environment 4.10.2. Risk Analysis and Management

4.9. Macroeconomic Context

4.9.1. Macroeconomic Analysis

4.9.2. Economic Indicators

4.9.3. Economic Cycle

# tech 34 | Structure and Content

#### Module 5. Operations and Logistics Management **Purchasing Management** 5.3. Supply Chain Management (1) 5.4. Supply Chain Management (2) 5.1. Operations Management **Implementation** 5.1.1. Define the Operations Strategy 5.2.1. Stocks Management 5.3.1. Costs and Efficiency of the Operations Chain 5.1.2. Supply Chain Planning and Control Warehouse Management 5.3.2. Change in Demand Patterns 5.4.1. Lean Manufacturing/Lean Thinking 5.1.3. Indicator Systems 5.2.3. Purchasing and Procurement Management 5.3.3. Change in Operations Strategy 5.4.2. Logistics Management 5.4.3. Purchasing Logistical Processes Logistics and Customers 5.7. International Logistics 5.8. Competing through Operations Organization and Management by Processes 5.8.1. Innovation in Operations as a Competitive Demand Analysis and Forecasting 5.7.1. Customs, Export and Import processes Procurement, Production and Distribution Sales Forecasting and Planning 5.7.2. Methods and Means of International Advantage in the Company 5.5.3. Quality, Quality Costs and Tools 5.6.3. Collaborative Planning, Forecasting and 5.8.2. Emerging Technologies and Sciences Payment 5.5.4. After-Sales Service. Replacement 5.7.3. International Logistics Platforms 5.8.3. Information Systems in Operations Module 6. Information Systems Management 6.2. Information Technology and 6.3. IS Strategic Planning 6.4. Information Systems and Business 6.1. Information Systems Management **Business Strategy** Intelligence 6.1.1. Business Information Systems 6.3.1. The Process of Strategic Planning 6.1.2. Strategic Decisions 6.3.2. Formulating the IS Strategy 6.2.1. Company and Industry Sector Analysis 6.4.1. CRM and Business Intelligence 6.1.3. The Role of the CIO 6.3.3. Strategy Implementation Plan 6.4.2. Business Intelligence Project Management 6.2.2. Online Business Models 6.2.3. The Value of IT in a Company 6.4.3. Business Intelligence Architecture 6.5. New ICT-Based Business Models 6.6. E-Commerce 6.7. E-Business Strategies. 6.8. Digital Business 6.5.1. Technology Based Business Models 6.7.1. Social Media Strategies 6.8.1. Mobile E-Commerce 6.6.1. E-Commerce Strategic Plan 6.5.2. Innovation Abilities 6.6.2. Logistics Management and Customer Service 6.7.2. Optimizing Service Channels and Customer 6.8.2. Design and Usability 6.5.3. Redesigning the Value Chain Processes in E-Commerce 6.8.3. E-Commerce Operations Support 6.6.3. E-Commerce as an Opportunity for 6.7.3. Digital Regulation Internationalization Module 7. Commercial Management, Marketing, and Corporate Communication 7.1. Commercial Management 7.2. Marketing 7.3. Strategic Marketing Management 7.4. Digital Marketing Strategy 7.1.1. Sales Management 7.2.1. Marketing and the Impact on the Company Sources of Innovation. 7.4.1. Approach to Digital Marketing 7.1.2. Commercial Strategy 7.2.2. Basic Marketing Variables 7.3.2. Current Trends in Marketing 7.4.2. Digital Marketing Tools 7.1.3. Sales and Negotiation Techniques 7.2.3. Marketing Plan 7.3.3. Marketing Tools 7.4.3. Inbound Marketing and the Evolution 7.3.4. Marketing Strategy and Communication 7.1.4. Management of Sales Teams

#### 7.5. Sales and Communication Strategy

- 7.5.1. Positioning and Promotion
- 7.5.2. Public Relations
- 7.5.3. Sales and Communication Strategy

# Corporate Communication

- 7.6.1. Internal and External Communication
- 7.6.2. Communication Departments
- 7.6.3. Communication Managers: Managerial Skills and Responsibilities
- with Customers
- of Digital Marketing

#### 7.7. Corporate Communication Strategy

- 7.7.1. Corporate Communication Strategy
- 7.7.2. Communication Plan
- 7.7.3. Press Release/Clipping/Publicity Writing

## Module 8. Innovation and Project Management

#### 8.1. Innovation

- 8.1.1. Macro Concept of Innovation
- 8.1.2. Types of Innovation
- 8.1.3. Continuous and Discontinuous Innovation
- 8.1.4. Training and Innovation

#### 8.2. Innovation Strategy

- 8.2.1. Innovation and Corporate Strategy
- 8.2.2. Global Innovation Project: Design and Management
- 8.2.3. Innovation Workshops

# 8.3. Business Model Design and Validation

- 8.3.1. The Lean Start-up Methodology
- 8.3.2. Innovative Business Initiative: Stages
- 8.3.3. Financing Arrangements
- 8.3.4. Model Tools: Empathy Map, Canvas Model and Metrics
- 8.3.5. Growth and Loyalty

#### 8.4. Project Management

- 8.4.1. Innovation Opportunities
- 8.4.2. Feasibility Study and Proposal Specification
- 8.4.3. Project Definition and Design
- 8.4.4. Project Execution
- 8.4.5. Project Closure

## Module 9. Competitive Environment and Strategy

#### 9.1. Global Economic Environment

- 9.1.1. The Fundamentals of the Global Economy
- 9.1.2. The Globalization of Companies and Financial Markets
- 9.1.3. Entrepreneurship and New Markets

#### 9.2. Corporate Finance

- 9.2.1. Financial Policy and Growth
- 9.2.2. Company Valuation Methods
- 9.2.3. Capital Structure and Financial Leverage

#### 9.3. Economic Analysis of Decisions

- 9.3.1. Budget Control
- 9.3.2. Competitive Analysis. Comparative Analysis
- 9.3.3. Decision-Making. Business Investment or Divestment

# 9.4. Information Systems in Companies

- 9.4.1. The Evolution of the IT Model
- 9.4.2. Organization and IT Department
- 9.4.3. Information Technology and Economic Environment

# 9.5. Corporate Strategy and Technology Strategy

- 9.5.1. Creating Value for Customers and Shareholders
- 9.5.2. Strategic IS/IT Decisions
- 9.5.3. Corporate Strategy vs. Technology and Digital Strategy

# 9.6. Information Systems for Decision-Making

- 9.6.1. Business Intelligence
- 9.6.2. Data Warehouse
- 9.6.3. Balanced Scorecard (BSC)

#### 9.7. Digital Strategy

- 9.7.1. Technology Strategy and its Impact on Digital Innovation
- 9.7.2. Strategic Planning of Information Technologies
- 9.7.3. Strategy and The Internet

#### 9.8. Online Business Models

- 9.8.1. Analyzing Established Companies in the Technology Sector
- 9.8.2. Business Model Generation Systems
- 9.8.3. Analyzing Innovative Business Models in Traditional Sectors
- 9.8.4. Analyzing Innovative Business Models on The Internet

# 9.9. Company Systems based on Internet Collaboration

- 9.9.1. Customer Management Systems: Customer Relationship Management (CRM)
- 9.9.2. Supply Chain Management Systems
- 9.9.3. E-Commerce Systems

#### 9.10. Social Business

- 9.10.1. Web 2.0 Strategic Vision and its Challenges
- 9.10.2. Convergence Opportunities and ICT Trends
- 9.10.3. How to Monetize Web 2.0 and Social Media?
- 9.10.4. Mobility and Digital Business

## Module 10. Entrepreneurial Innovation and Initiative

#### 10.1. Design Thinking

- 10.1.1. The Blue Ocean Strategy
- 10.1.2. Collaborative Innovation
- 10.1.3. Open Innovation

#### 10.2. Strategic Innovation Intelligence

- 10.2.1. Technology Monitoring
- 10.2.2. Technology Foresight
- 10.2.3. Coolhunting

## 10.3. Entrepreneurship and Innovation

- 10.3.1. Strategies to Search for Business Opportunities
- 10.3.2. Assessing the Feasibility of New Projects
- 10.3.3. Innovation Management Systems
- 10.3.4. Entrepreneur Soft Skills

#### 10.4. Managing Start-ups

- 10.4.1. Introduction to Financial Management in Start-up Companies
- 10.4.2. Financial Metrics for Start-ups
- 10.4.3. Financial Planning: Projection Models and their Interpretation
- 10.4.4. Valuation Methods

#### 10.5. The Business Plan.

- 10.5.1. Business Plan in the Digital Era
- 10.5.2. The Canvas Model
- 10.5.3. Value Proposition Model
- 10.5.4. Content and Presentation

#### 10.6. Project Management

- 10.6.1. Agile Development
- 10.6.2. Lean Management in Start-ups
- 10.6.3. Project Tracking and Project Steering

# 10.7. Growth Phases in Startup Companies

- 10.7.1. Seed Phase
- 10.7.2. Start-up Phase
- 10.7.3. Growth Phase
- 10.7.4. Consolidation Phase

#### 10.8. Financing Start-ups

- 10.8.1. Bank Financing
- 10.8.2. Subsidies
- 10.8.3. Seed Capital and Accelerators. Business Angels
- 10.8.4. Venture Capital. IPO
- 10.8.5. Public to Private Partnership

# 10.9. National and International Venture Capital and Seed Capital Entities

- 10.9.1. Public Institutions: CDTI, ENISA
- 10.9.2. National and International Venture Capital Entities
- 10.9.3. Private Investors: Caixa Capital Risc BStart-up
- 10.9.4. FOND-ICO Global
- 10.9.5. Accelerators: Wayra, Lanzadera y Plug & Play

## 10.10. Lean Management

- 10.10.1. The Basic Principles of Lean Management
- 10.10.2. Improvement and Problem-Solving Groups
- 10.10.3. New Forms of Maintenance and Quality Management

#### Module 11. Digital Marketing and e-Commerce

#### 11.1. Digital E-Commerce Management

- 11.1.1. New E-Commerce Business Models
- 11.1.2. Planning and Developing an E-Commerce Strategic Plan
- 11.1.3. Technological Structure in E-Commerce

## 11.2. E-Commerce Operations and Logistics

- 11.2.1. How to Manage Fulfillment?
- 11.2.2. Digital Point-of-Sale Management
- 11.2.3. Contact Center Management
- 11.2.4. Automation in Management and Monitoring Processes

## 11.3. Implementing E-Commerce Techniques

- 11.3.1. Social Media and Integration in the E-Commerce Plan
- 11.3.2. Multichannel Strategy
- 11.3.3. Personalizing Dashboards

#### 11.4. Digital Pricing

- 11.4.1. Online Payment Methods and Payment Gateways
- 11.4.2. Electronic Promotions
- 11.4.3. Digital Price Timing
- 11.4.4. E-Auctions

## 11.5. From E-Commerce to M-Commerce and S-Commerce

- 11.5.1. E-Marketplace Business Models
- 11.5.2. S-Commerce and Brand Experience
- 11.5.3. Purchase via Mobile Devices

## 11.6. Customer Intelligence: from E-CRM to S-CRM

- 11.6.1. Integrating the Consumer in the Value Chain
- 11.6.2. Online Research and Loyalty Techniques
- 11.6.3. Planning a Customer Relationship Management Strategy

#### 11.7. Digital Marketing Trade

- 11.7.1. Cross Merchandising
- 11.7.2. Designing and Managing Facebook Ads Campaigns
- 11.7.3. Designing and Managing Google Ad Campaigns

#### 11.8. Online Marketing for E-Commerce

- 11.8.1. Inbound Marketing
- 11.8.2. Display and Programmatic Purchasing
- 11.8.3. Communication Plan

#### Module 12. Search Engine Marketing

#### 12.1. How Search Engines Work

- 12.1.1. Indicators and Indexes
- 12.1.2. Algorithms
- 12.1.3. SEO and Corporate Branding

#### 12.2. SEO Analysis

- 12.2.1. Determining KPIs
- 12.2.2. Generating Scripts and Alerts
- 12.2.3. Optimization of Images, Videos and Other Elements
- 12.2.4. Linkbuilding

#### 12.3. Technical SEO

- 12.3.1. Web Performance Optimization
- 12.3.2. Real Time and Content
- 12.3.3. Relevant Tagging and Headers
- 12.3.4. Advanced WPO Techniques

#### 12.4. SEO and e-Commerce

- 12.4.1. Conversion Rate Optimization
- 12.4.2. Google WebMaster Digital Business Tools
- 12.4.3. Social Proof and Viralization
- 12.4.4. Navigation and Indexability

#### 12.5. Keyword Hunting for SEM

- 12.5.1. Adwords Keyword Tool
- 12.5.2. Google Suggest
- 12.5.3. Insights for Search
- 12.5.4. Google Trends

#### 12.6. SEM and Google Ads

- 12.6.1. Google Shopping
- 12.6.2. Google Display Network
- 12.6.3. Google Ads Mobile
- 12.6.4. YouTube Advertising

#### 12.7. Facebook Ads

- 12.7.1. PPC/PPF (Pay-Per-Fan) Adverts
- 12.7.2. Creating Facebook Ads
- 12.7.3. Facebook Power Editor
- 12.7.4. Campaign Optimization

#### 12.8. SEM Strategy and Measurement

- 12.8.1. Quality Score
- 12.8.2. Site Links
- 12.8.3. KPIs
- 12.8.4. Impressions, Clicks, Conversions. Revenue, ROI, CPA

## tech 38 | Structure and Content

#### Module 13. Digital Communication and Online Reputation 13.1. Web 2.0 or the Social Web 13.2. Digital Communication and 13.3. Designing and Planning an Online 13.4. General, Professional, and Reputation Plan Microblogging Platforms Reputation 13.1.1. Organization in the Age of Conversation 13.1.2. Web 2.0 Is All About People 13.2.1. Online Reputation Report 13.3.1. Brand Reputation Plan 13.4.1. Facebook 13.1.3. Digital Environment and New 13.2.2. Netiquette and Good Practices 13.3.2. General metrics, ROI, and Social CRM 13.4.2. LinkedIn Communication Formats on Social Media 13.33. Online Crisis and Reputational SEO 13.4.3. Twitter 13.2.3. Branding and Networking 2.0 13.6. Content and Storytelling Strategy 13.5. Video, Image, and Mobility 13.7. Social Media Strategies 13.8. Community Management Platforms 13.8.1. Functions. Duties and Responsibilities of the 13.6.1. Corporate Blogging 13.7.1. Corporate PR and Social Media 13.6.2. Content Marketing Strategy 13.7.2. Defining the Strategy to Be Followed Community Manager 13.5.1. YouTube 13.6.3. Creating a Content Plan in Each Medium 13.8.2. Social Media Manager 13.5.2. Instagram 13.8.3. Social Media Strategist 13.6.4. Content Curation Strategy 13.7.3. Analysis and Evaluation of Results 13.5.3. Flickr 13.5.4. Vimeo 13.5.5. Pinterest 13.9. Social Media Plan 13.10. Online Monitoring Tools 13.10.1. Management Tools and Desktop 13.9.1. Designing a Social Media Plan 13.9.2. Schedule, Budget, Expectations and Applications 13.10.2. Monitoring and Research Tools Monitorina 13.9.3. Contingency Protocol in Case of Crisis

#### Module 14. Performance and Inbound Marketing

#### 14.1. Permission Marketing

- 14.1.1. How to Obtain a User's Permission?
- 14.1.2. Personalizing the Message
- 14.1.3. Mail Confirmation or Double Opt-in.

## 14.2. Strategy and Performance Techniques

- 14.2.1. Performance Marketing: Results
- 14.2.2. Digital Media Mix
- 14.2.3. The Importance of the Funnel

#### 14.3. Affiliate Campaign Development

- 14.3.1. Agencies and Affiliate Programs
- 14.3.2. Postview
- 14.3.3. Defining Affiliate Programs
- 14.3.4. Display and Campaign Optimization

#### 14.4. Launching an Affiliate Program

- 14.4.1. Affiliation and Direct Affiliation Networks
- 14.4.2. Results Analysis and Monitoring
- 14.4.3. Fraud Control

#### 14.5. Developing E-Mail Campaigns

- 14.5.1. Lists of Subscribers, Leads and Customers
- 14.5.2. E-Mail Marketing Tools and Resources
- 14.5.3. Online Writing for E-Mail Marketing Campaigns

#### 14.6. E-Mail Marketing Metrics

- 14.6.1. List Metrics
- 14.6.2. Newsletter Delivery Metrics
- 14.6.3. Conversion Metrics

#### 14.7. Inbound Marketing

- 14.7.1. Effective Inbound Marketing
- 14.7.2. The Benefits of Inbound Marketing
- 14.7.3. Measuring the Success of Inbound Marketing

#### 14.8. Target Research

- 14.8.1. Consumer Intent Modelling and Buyer Personas
- 14.8.2. Customer Journey Mapping
- 14.8.3. Content Strategy

#### 14.9. Content Optimization

- 14.9.1. Content Optimization for Search Engines
- 14.9.2. Content Creation
- 14.9.3. Content Dynamization

#### 14.10. Conversion

- 14.10.1. Lead Capturing and CRO
- 14.10.2. Lead Nurturing and Marketing Automation

#### Module 15. Web Analytics and Marketing Analytics 15.1. Web Analysis 15.2. Google Analytics 15.3. Qualitative Analysis 15.4. Digital Metrics 15.1.1. The Fundamentals of Web Analytics 15.2.1. Configuring an Account 15.3.1. Research Techniques Applied in Web 15.4.1. Basic Metrics 15.1.2. Classical Media vs. Digital Media 15.2.2. Javascript Tracking API Analytics 15.4.2. Ratios 15.1.3. The Web Analyst's Basic Methodology 15.2.3. Customized Reports and Segments 15.3.2. Customer Journey 15.4.3. Setting Objectives and KPI 15.3.3. Purchase Funnel 15.5. Strategy Analysis Areas 15.6. Data Science and Big Data 15.7. Viewing Data 15.8. Web Analytics Tools 15.5.1. Web Traffic Acquisition 15.6.1. Business Intelligence 15.7.1. Viewing and Interpreting Dashboards 15.8.1. Technological Basis of WA Tools 15.6.2. Methodology and Analysis of Large 15.7.2. Converting Data into a Value 15.8.2. Logs and Tags 15.5.2. Activation 15.8.3. Basic and Ad-hoc Labeling 15.5.3. Conversion Volumes of Data 15.7.3. Integrating Sources 15.6.3. Data Extraction, Processing and Loading 15.7.4. Presenting Reports 15.5.4. Loyalty Module 16. International Finance 16.2. Launch and Industrialization of 16.3. Digitale-Commerce Management 16.4. E-Commerce Operations and 16.1. Process Engineering and Product Engineering **New Products** Logistics 16.3.1. New E-Commerce Business Models 16.3.2. Planning and Developing an E-Commerce 16.2.1. Design of New Products 16.4.1. Digital Point-of-Sale Management 16.1.1. Innovation Strategies Strategic Plan 16.4.2. Contact Center Management 16.1.2. Open Innovation 16.2.2. Lean Design 16.3.3. Technological Structure in E-Commerce 16.1.3. Innovative Organization and Culture 16.2.3. Industrialization of New Products 16.4.3. Automation in Management and 16.1.4. Multifunctional Teams 16.2.4. Manufacture and Assembly Monitoring Processes 16.7. The Warehouse in E-Commerce 16.5. E-Logistics. B2C and B2B 16.6. Digital Pricing 16.8. Designing an Online Store 16.6.1. Online Payment Methods and Payment 16.7.1. Peculiarities of the Warehouse in 16.5.1. E-Logistics 16.8.1. Design and Usability 16.5.2. B2C: E-Fulfilment, the Last Mile Gateways E-Commerce 16.8.2. Most Common Functionalities 16.6.2. Electronic Promotions 16.7.2. Warehouse Design and Planning 16.5.3. B2B: E-Procurement. Marketplaces 16.8.3. Alternative Technologies 16.6.3. Digital Price Timing 16.7.3. Infrastructure. Fixed and Mobile Devices 1664 F-Auctions 16.7.4. Zoning and Locations 16.9. Supply Chain Management and

Future Trends

16.9.1. The Future of e-Business
16.9.2. The Current and Future Reality of

16.9.3. SC Operating Models for Global Companies

E-Commerce

## tech 40 | Structure and Content

#### Module 17. Mobile E-Commerce

#### 17.1. Mobile Marketing

- 17.1.1. New Consumption and Mobility Habits
- 17.1.2. The SoLoMo Model
- 17.1.3. The 4 S of the Marketing Mix in Mobility

#### 17.2. Mobile Technology

- 17.2.1. Mobile Operators
- 17.2.2. Mobile Devices and Operating Systems
- 17.2.3. Mobile Applications and WebApps
- 17.2.4. Sensors and Integration with the Physical World

#### 17.3. Trends in Mobile Marketing

- 17.3.1. Mobile Publishing
- 17.3.2. Advergaming and Gamification
- 17.3.3. Mobile Geolocalization
- 17.3.4. Augmented Reality

#### 17.4. Mobile User Behavior

- 17.4.1 New Search Habits on Mobile Devices
- 17.4.2. Multi-Screen
- 17.4.3. Mobile as a Purchasing Driver
- 17.4.4. ASO, Mobile User Acquisition and Loyalty

#### 17.5. User Interface and Shopping Experience

- 17.5.1. M-Commerce Rules and Platforms.
- 17.5.2. Omnichannel
- 17.5.3. Mobile & Proximity Marketing
- 17.5.4. Gap between Consumer and Advertiser
- 17.5.5. Mobile Commerce Content Managers

#### 17.6. Apps and Purchases

- 17.6.1. Designing Mobile Commerce Apps
- 17.6.2. App Stores
- 17.6.3. App Marketing for Customer Loyalty
- 17.6.4. App Marketing for eCommerce

#### 17.7. Mobile Payments

- 17.7.1 Value Chain and Business Models of Mobile Payment Methods
- 17.7.2. Keys to Improve UX in Mobile Payment
- 17.7.3. Positioning Strategies in the Mobile
- Payments Market
- 17.7.4. Fraud Management

#### 17.8. Mobile Analytics

- 17.8.1. Mobile Measurement and Analysis Methodologies
- 17.8.2. Mobile Metrics: Main KPIs
- 17.8.3. Profitability Analysis
- 17.8.4. Mobile Analytics

#### 17.9. Mobile Commerce

- 17.9.1. Services
- 17.9.2. Applications
- 17.9.3. Mobile Social Shopping

#### 17.10. Mobile Social Media Applications

- 17.10.1. Integrating Cell Phones into Social Networks
- 17.10.2. Mobility, Relationship, Ubiquity and Publicity
- Recommendations and Shopping

- 17.10.3. Facebook Places
- 17.10.4. Geolocation, Mobile Directories, Online

### Module 18. New Digital Trends

#### 18.1. The Internet of Things

- 18.1.1. Visions and Challenges
- 18.1.2. Key Technologies
- 18.1.3. Pioneering Projects

#### 18.2. Gamification

- 18.2.1. Business Gamification Techniques
- 18.2.2. Gamification Design Framework
- 18.2.3. Operating Mechanisms and Motivation
- 18.2.4. Benefits and Return of Investment

#### 18.3. Big Data

- 18.3.1. Sectoral Application
- 18.3.2 Business Models
- 18.3.3. New Professions

#### 18.4. Artificial Intelligence

- 18.4.1. Methodological Aspects in Artificial Intelligence
- 18.4.2. Heuristic Search
- 18.4.3. Rule Inference Methods
- 18.4.4. Semantic Networks

#### 18.5. Robotics

- 18.5.1. Robot Morphology
- 18.5.2. Mathematical Tools for Spatial Localization
- 18.5.3. Cinematic Control
- 18.5.4. Criteria for Implementing an Industrial Robot

#### 18.6. Modelling and Simulation

- 18.6.1. Modelling using DEVS
- 18.6.2. Modelling of Random Inputs
- 18.6.3. Generation of Random Inputs
- 18.6.4. Design of Experiments and Optimization

#### 18.7. Implementing Cryptography in **Technology Projects**

- 18.7.1. Electronic Signature
- 18.7.2. Digital Certificate
- 18.7.3. Data Encryption
- 18.7.4. Practical Applications of Cryptography

#### 18.8. Other Trends

- 18.8.1. 3D Printing
- 18.8.2. Drones
- 18.8.3. Artificial Vision.
- 18.8.4. Augmented Reality





This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning.** 

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





## tech 44 | Methodology

# TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.





This program prepares you to face business challenges in uncertain environments and achieve business success.



Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

#### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.



You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments"

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

## tech 46 | Methodology

#### Relearning Methodology

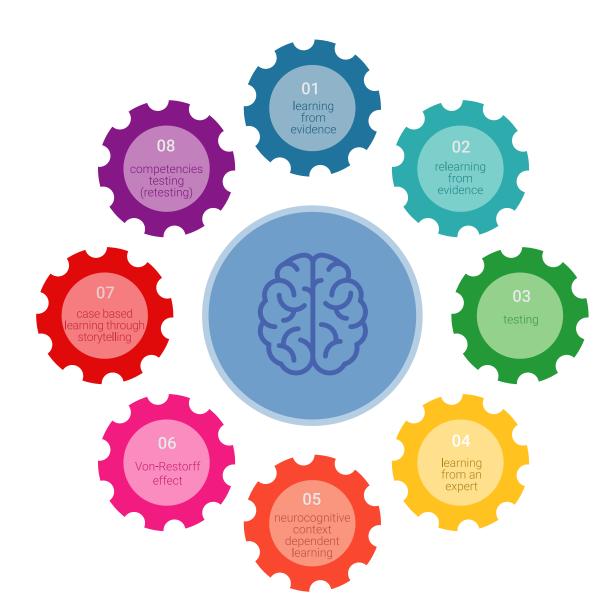
TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



## Methodology | 47 tech

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically. With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.

## tech 48 | Methodology

This program offers the best educational material, prepared with professionals in mind:



#### **Study Material**

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



#### **Classes**

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



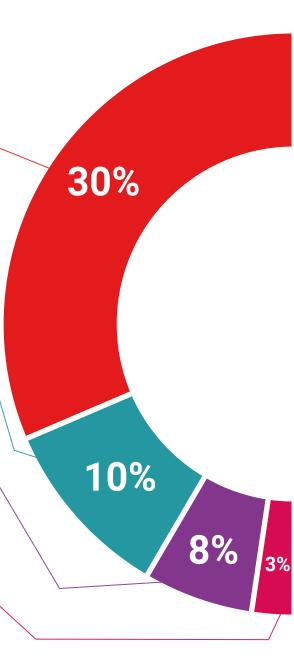
#### **Management Skills Exercises**

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



#### **Additional Reading**

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.



#### **Case Studies**

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



#### **Interactive Summaries**

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

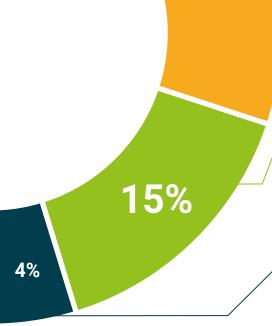


This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

#### **Testing & Retesting**

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We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.

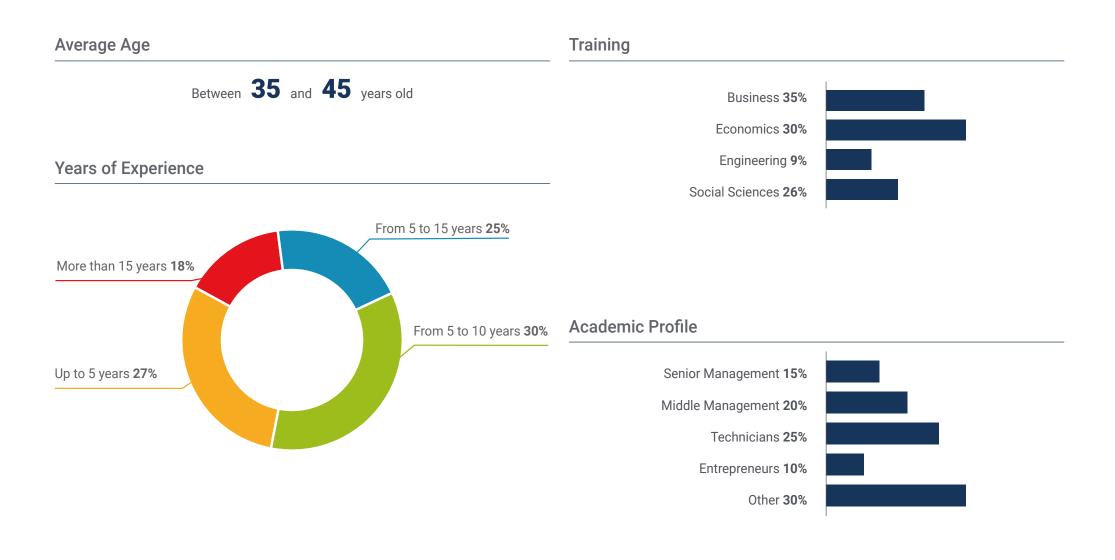


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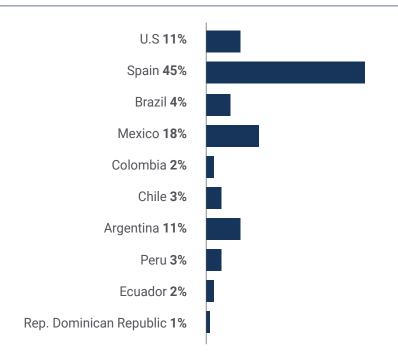




## tech 52 | Our Students' Profiles



## **Geographical Distribution**



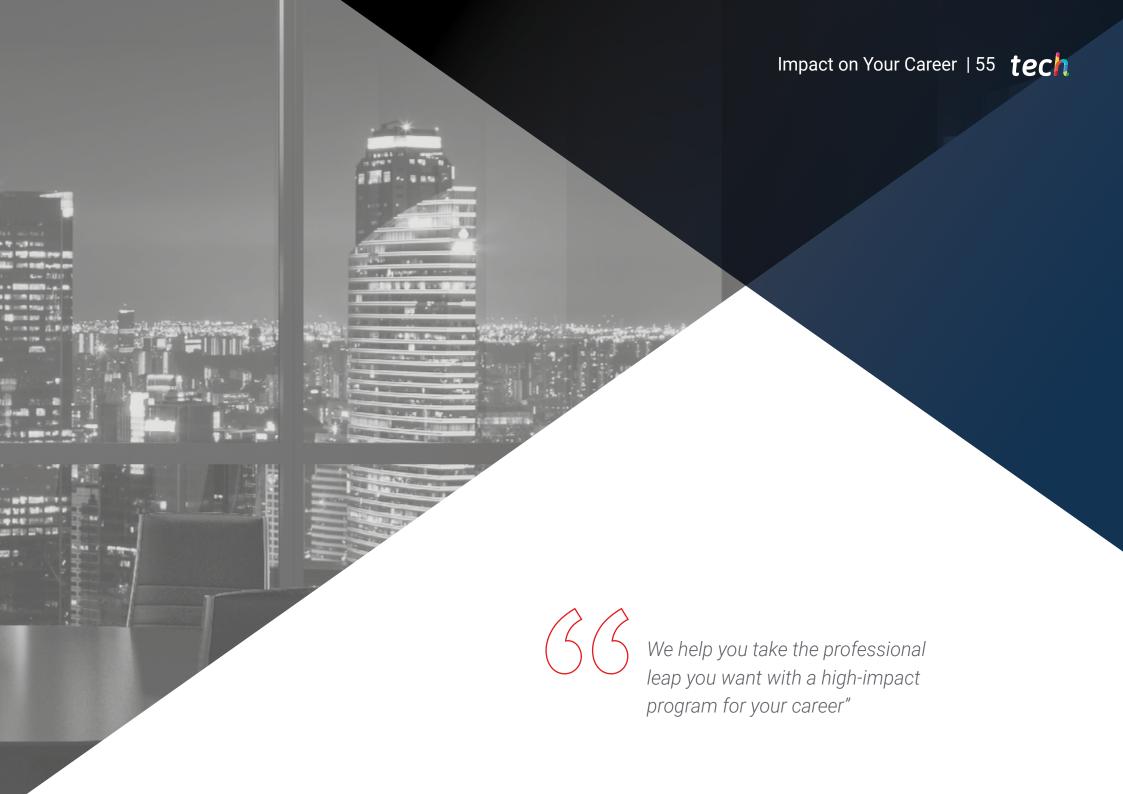


## Manuel Mendoza

Managing director of a multinational company

"Completing this TECH program has allowed me to increase my training and get the boost I needed to advance my career. Without a doubt, it has been a unique opportunity to move up in my work and act more confidently in my daily practice"





# Are you ready to take the leap? Excellent professional development awaits you

The Advanced Master's Degree MBA in Digital Business Management of TECH Global University is an intensive program that prepares to face challenges and business decisions at both national and international levels. The main objective is to promote your personal and professional growth and help you achieve success.

If you want to improve yourself, make a positive change professionally and network with the best, this is the place for you.

A unique program, with the most relevant information on the subject, so that you can achieve the job improvement you desire.

The completion of this program will allow you to give a boost to your career.

### When the change occurs



### Type of change



## Salary increase

This program represents a salary increase of more than **25%** for our students.

\$57,900

A salary increase of

25.22%

\$72,500





## tech 60 | Benefits for Your Company

Developing and retaining talent in companies is the best long-term investment.



# Intellectual Capital and Talent Growth

You will bring to the company new concepts, strategies and perspectives that can bring about relevant changes in the organization.



# Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.



### Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.



## Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy.







## **Project Development**

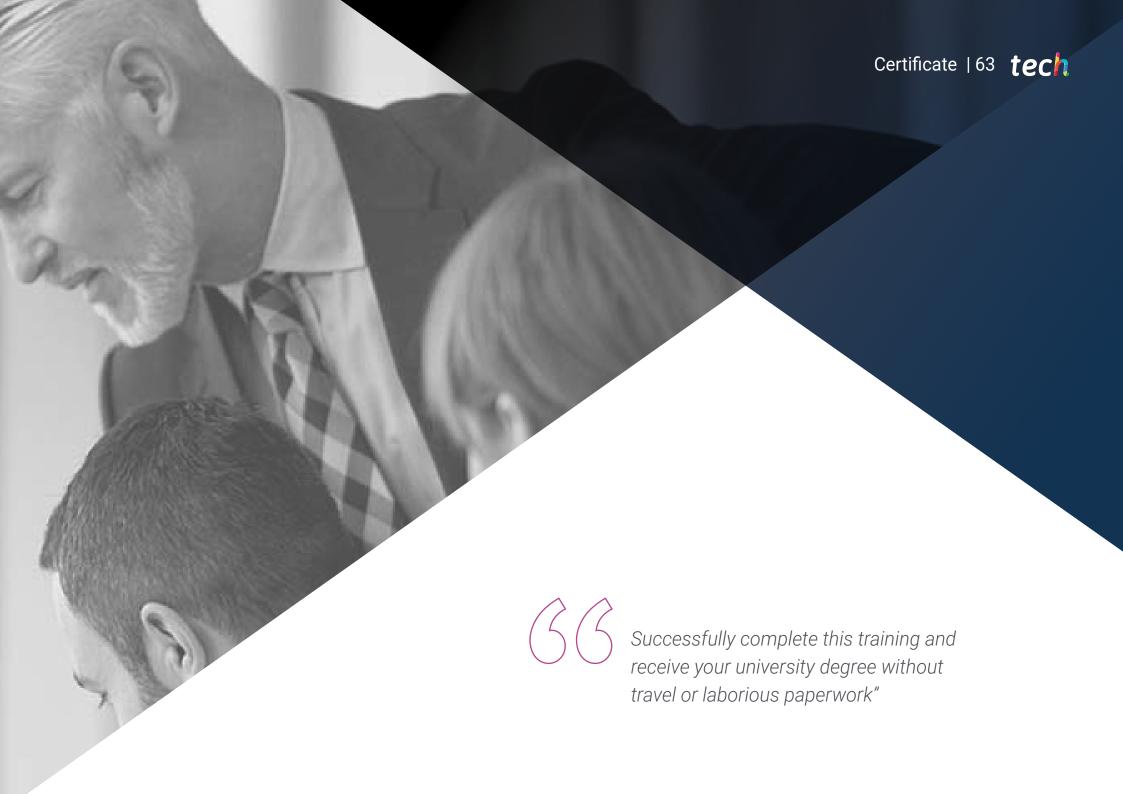
Be able to work on a real project or develop new projects in the R+D or Business Development area of your company.



## Increased competitiveness

This program provides students with the necessary skills to take on new challenges and drive the organization forward.





## tech 64 | Certificate

This program will allow you to obtain your **Advanced Master's Degree diploma in MBA in Digital Business Management** endorsed by **TECH Global University**, the world's largest online university.

**TECH Global University** is an official European University publicly recognized by the Government of Andorra (*official bulletin*). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: Advanced Master's Degree in MBA in Digital Business Management

Modality: online

Duration: 2 years

Accreditation: 120 ECTS





<sup>\*</sup>Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



## Advanced Master's Degree MBA in Digital Business Management

» Modality: online

» Duration: 2 years

» Certificate: TECH Global University

» Credits: 120 ECTS

» Schedule: at your own pace

» Exams: online

