



Summary

Solution Type:	CRM / SCM
Industry:	General, Computers and Electronics, Consumer Electronics and Durables, Telecommunication, Automotive, Aerospace, etc.
Product(s)/Templates:	Service Parts Planner (SPP), Service Budget Optimizer (SBO), Demand Manager (DM)
Target Audience:	Functional (Business Lead / i2 Lead), Technical (Application Engineer / Super User), Integration (Integration Specialist), Maintenance (Systems Expert / Customer Support)
Delivery Method:	Instructor Led Training
Training Approach:	Lecture, Demo, Hands-on
Duration:	3 days
Version:	DM (6.1), SPP (6.1), SBO (6.1)

Description

This course provides knowledge of i2's Service Part Management suite required by functional implementers and users of the implemented system.

This course includes reviewing the distribution network model used within the typical participant's environment. The four major functions of the product, **Demand Management**, **Service Level Planning**, **Service Budget Optimization** and **Replenishment Planning** are discussed in detail with exercises punctuating the required data, algorithm selections, and actions to be taken with the decision-making information provided by the tool. Bill of Material and Repair Loop functionality will also be covered in the same level of detail. The features and functions of the product are experienced through extensive hands-on exercises.

Databases to be used in the class will be provided. The attendees will work individually or in small teams to complete the assigned exercises. Data Modeling will be discussed but not performed. Technical issues regarding technology choices and integration details will not be discussed in this course.

This class is a prerequisite to i2 Service Planning Technical Implementer ILT.

Content

This course is composed of the following modules:

- Module 1: Service Planning Fundamentals
- Module 2: Demand Management and Forecasting Functionality
- Module 3: Service Level Planning Functionality
- Module 4: Service Budget Optimization
- Module 5: Replenishment Planning
- Module 6: Additional Planning Functionality



Prerequisites

- Basic PC knowledge and skills, including MS Windows™ and Internet Explorer
- An understanding of Basic Statistics
- A basic understanding of Forecasting, Inventory Practices, and Distribution Planning

Objectives

On completion of this course you will be able to

- Understand the Service Planning or Service Parts Management software solution approach
- Develop a conceptual understanding of the various Forecasting Algorithms and Inventory Policies
- Understand the features and functions of the Service Parts Management (SPM) suite of products
 - Service Parts Planner
 - Demand Manager
 - Service Budget Optimizer
- Understand the role of the planner within the processes
- Approach an implementation project with an initial experience
- Select the desired features and functions of the software to be implemented
- Begin the process for gathering the data necessary for implementation
- Be able to comfortably navigate through the User Interface for the products and open and understand the purpose behind the various reports

Day 1

- **Section A: Service Planning Solution**
 - **Exercise: User Interface Familiarity**
 - **Exercise: Favorites, Snapshots**
- **Section B: Product Overview**
 - **Exercise: Understanding SPP Reports**
 - **Exercise: Exceptions & Planner Work Queue**
- **Section C: Basic Data Overview & Planner Worksheet**
 - **Lesson 1: Basic Data Overview**
 - **Exercise: Parts and Locations**
 - **Lesson 2: Planner Worksheet**
 - **Exercise: Planner Worksheet**
 - **Lesson 3: Bills of Material**
 - **Exercise: Bills of Material**
- **Section D-Part 2: Demand Manager**
 - **Lesson 1: Introduction**

Day 2

- **Lesson 2: Basic Concepts**
- **Lesson 3: Demand Manager Functionality**
- **Exercise : Demand Manager User Familiarity**
- **Section E: Inventory Planning: Concepts and Functionality**
 - **Lesson 1: Inventory Planning Concepts**
 - **Lesson 2: Inventory Planning Policies**



- Lesson 3: Inventory Planning Solution
- Lesson 4: Inventory Ordering Policies
- Lesson 5: Inventory Planning Process

- Section E: Inventory Planning Functionality (cont.)
 - Lesson 6: Resolving Inventory Problems
 - Lesson 7: Dependent Demand Aggregation
 - Exercise: Inventory Planning Review
 - Lesson 8: Inventory Planning Data

- Section F: Service Budget Optimizer: Concepts & Functionality
 - Lesson 1: SBO Concept Review
 - Exercise: SBO UI Familiarity
 - Lesson 2: SBO Solution

Day 3

- Lesson 3: SBO Planning Process
- Exercise: Initial Values and Re-distribution
- Exercise: Establishing Initial Budget
- Exercise: Increasing Service Levels using SBO
- Exercise: Performing what-if analysis using SBO
- Lesson 4: Replenishment Policy Analyzer
- Exercise: Replenishment Policy Analyzer
- Section G: Replenishment Planning Functionality
 - Lesson 1: Replenishment Planning Concepts
 - Lesson 2: Replenishment Planning Process
 - Lesson 3: Replenishment Planning Data
 - Lesson 4: Effects of Supply Chain Constraints
 - Part Substitution
 - Alternate Sourcing
 - Alternate Modes of Transportation
 - Transshipment
 - Reverse BOD
 - Holiday, Shipment and Receiving Calendars
 - Freeze Period
 - Part Effectivity and Part Depletion
 - Intransit and Approved Shipments
 - Demand Profiling and Forecast Netting
 - Exercise: Review of Replenishment Planning
- Section H: Additional Functionality: Concepts and Functionality
 - Lesson 1: Multi-Echelon Repairs Planning
 - Lesson 2: Backorder Planning
 - Lesson 3: Audit Trail
- Summary of SPM Solution and wrap up
- Attendee Course Evaluation