



## Field Service University Basics of Service – Certification Level 1



Welcome to Field Service University level 1! In this class you will learn the basics of field service – from terminology to roles, service types, connection to other organizations, and key metrics used to manage and run the business.

Throughout the course you will be exposed to specific examples and use cases that will help lock down and add to your understanding of the domain, and the businesses that keep our world running each and every day.

Come prepared for an intense yet engaging tour of the domain, culminating with a chance to attain your ServiceMax Field Service University Level 1 certification.

Course Length: Self-Paced Online eLearning

Preparatory Work: Yes – “Diamond in the Rough” eBook

Cost = **FREE**

Minimum class: 10 participants for private course (additional cost may apply)

Certification Test available post class for ServiceMax FSU Level 1 certification



<b>High Level eLearning Agenda</b>		
<b>Module</b>	<b>Topic</b>	<b>Elements</b>
<b>1</b>	<b>Introduction</b>	Introduction to the Modules and Topics presented in FSU1
<b>2</b>	<b>World of Field Service</b>	Exploring a variety of service types and use cases Evolution of Field Service and Service Management Field Service size and impact
<b>3</b>	<b>The Service Organization</b>	Organizational types and structures Common operational models and capacity strategies Beyond break-fix: common service types
<b>4</b>	<b>Terminology</b>	Key Field Service Terms - Definitions, Examples and Use Cases
<b>5</b>	<b>Roles</b>	Key Service Roles, Sample Backgrounds, and Responsibilities
<b>6</b>	<b>Metrics</b>	“Universal” metrics- definitions, examples, and use cases
<b>7</b>	<b>Connections to other Organizations</b>	Direct and indirect connections between the Service Organization and other areas and functions
<b>8</b>	<b>Business Value Realization</b>	How service organizations evaluate investment in technology systems Managing the message and communicating with other organizations
<b>9</b>	<b>Future of Field Service</b>	High impact trends and challenges facing Service Leaders today Outcome based services IoT impact
<b>10</b>	<b>Conclusion</b>	Field Service University 1 Conclusion Take the FSU 1 Certification Exam