



Field Service University Advanced Service Topics - Certification Level 2



Welcome to Field Service University level 2! In this class you will continue learning about the business of field service. This course, having a pre-requisite of ServiceMax FSU1, will focus on Service maturity, understanding the financials, advanced metrics, optimization, service strategies, and more.

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 two days, culminating with a chance to attain your ServiceMax Field Service University Level 2 certification.

Course Length: 2 days

Pre-Requisites: Successful completion of FSU1 course

Preparatory Work: Yes - Case Study

Cost = \$2200/participant

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

Certification Test available post class for ServiceMax FSU Level 2 certification

High Level Classroom Agenda		
Module	Topic	Elements
1	Service Maturity	Understanding the variety of dimensions along the service maturity curve, and the elements within each area
2	Service Financials	Balance Sheet, P&L, and other financial statements and how they relate to Field Service
3	Advanced Metrics and KPI's	Beyond the "Universal 9" – additional metrics that are key to the service organization
4	Service Strategies	IoT, predictive analytics, and moving along the Service continuum towards outcome-based service Onboarding, tribal knowledge, and a variable workforce
5	Understanding the Business Case	Understanding and creating a business case for field service technology
6	Reporting for Service value	Providing the best data for your field leaders and service managers
7	The Service / Supply Chain Connection	Understanding the connection of the Service and Supply Chain organizations Leveraging the connections and KPI's for better service performance
8	Optimization Basics	Introduction to workforce planning including scheduling, route optimization, resourcing, and travel, and the impact on SLA's and the business