Introduction to Servigistics Service Parts Management 11.2

Overview

Course Code WBT-4610-0
Course Length 16 Hours

This course is designed for team members who will be engaged in business definition meetings associated with a Servigistics Service Parts Management (SPM) implementation.

You will learn concepts and vocabulary that are central to the configuration and interpretation of the software. You will learn basic navigation of the Online Help functionality and the principle screens used by end users to review, research, and approve SPM recommendations.

You will also navigate additional screens that rely on data pulled from host systems to help illustrate the reasons for types of questions you will encounter during the Define (Requirements Gathering) aspect of the implementation.

Course Objectives

- Participants will explain concepts and vocabulary used in business definition meetings for a Servigistics Service Parts Management implementation
- Participants will demonstrate configuration and navigation of screens used to review and approve recommendations.
- Participants will demonstrate navigation of screens used to display host information and screens used to configure the Servigistics Parts Management application to achieve specific results.

Prerequisites

- None
Audience

- Individuals who will be present for business definition meetings associated with a Servigistics Parts Management implementation.
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