Enterprise Business System (EBS) Courses

EBS 102—Introduction to EBS

Course length: ¾ day
Course number: EBS 102
Continuing Education Units: 0.6

Description

The purpose of this course is to teach participants about the EBS program and develop further awareness of the impact of EBS on jobs and roles at DLA. The course includes EBS definitions, supply chain management concepts, purpose of the EBS program, functional processes, jobs, and roles, the benefits of the new processes and systems, and impacts to customers and suppliers.

Course objectives
- Explain the purpose of EBS.
- Describe the concept of One Team—One Focus.
- Explain what One DLA is.
- List and define the five core processes.
- Define Performance Based Agreement (PBA).
- Explain the relationship between activities, roles, and jobs.
- Explain the relationship between Organizational Alignment and the Supply Chain Processes.
- Explain how performance measures capture the health and improvements of an organization's supply chain.

Who should attend

All EBS jobs.

Prerequisite: EBS User Orientation
Maximum number of course participants: 25
Course manager: Janis Jenkins

Delivery method: Instructor-led classroom

FI 301—Finance Core Process

Course length: ½ day
Course number: FI 301
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Finance process area including the core process flow, processes within Finance, key concepts and characteristics to the process, jobs aligned to the Finance process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Finance. Furthermore, the course teaches participants about how DLA manages accounting master data, budget, tracks performance, property accountability, and operational services.

Course objectives

- Describe the Finance processes.

- Describe how DLA formulates, executes and monitors its budget.

- Explain how DLA measures the financial performance of the organization against its strategic goals.

- Describe how DLA performs property accountability.

- Explain how DLA creates, maintains, and controls accounting master data.

- Describe how DLA accounts for labor and non-labor costs.

Who should attend

All Finance jobs.

Prerequisite: EBS 102
Maximum number of course participants: N/A
Course manager: Denise Wellman

Delivery method: Self-study, Web-based

FI 302—Accounts Receivable Process (DFAS)

Course length: ½ day
Course number: FI 302
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Accounts Receivable (A/R) process area including the core process flow, processes within A/R, key concepts and characteristics to the process, jobs aligned to the A/R process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of A/R. Furthermore, the course teaches participants about how DLA manages bill/credit records, issues bills, collect payments, and the general ledger interaction.

Course objectives

- Explain the benefits of EBS for both DLA and DFAS.
- Provide an overview of the A/R process.
- Describe interactions between DFAS A/R and Accounts Payable (A/P) jobs and DLA financial jobs.
- Describe the regulations and processes to manage billing and credit records.
- Describe the processes to compile and issue billings.
- Describe the regulations and processes to collect payments.
- Describe the regulations and process for debt management.
- Describe General Ledger interaction.

Who should attend

All Finance jobs.

Prerequisite: EBS 102, FI 301, OF 302
Maximum number of course participants: N/A
Course manager: Denise Wellman

Delivery method: Self-study, Web-based

FI 303—Accounts Payable Process (DFAS)

Course length: ½ day
Course number: FI 303
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Procurement Accounting process area including the core process flow, processes within Procurement Accounting, key concepts and characteristics to the process, jobs aligned to the Procurement Accounting process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Procurement Accounting. Furthermore, the course teaches participants about how to manage accounts payable, verify invoices, and process payments.

Course objectives

- Explain the benefits of EBS for both DLA and DFAS.

- Describe the Manage Accounts Payable process as it relates to the Procurement Process.

- Explain the regulations and describe the Manage Accounts Payable processes.

- Illustrate the General Ledger Accounts Payable interaction.

- Describe interactions between DFAS Accounts Receivable and Accounts Payable jobs and DLA and DFAS Accounts Payable jobs.

Who should attend

All Finance jobs.

Prerequisite: EBS 102, FI 301, PR 301
Maximum number of course participants: N/A
Course manager: Denise Wellman

Delivery method: Self-study, Web-based

OF 302—Order Fulfillment Process

Course length: ½ day
Course number: OF 302
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Order Fulfillment process area including the core process flow, processes within Order Fulfillment, key concepts and conceptual changes to the process, jobs aligned to the Order Fulfillment process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Order Fulfillment. Furthermore, the course teaches the participants about how DLA fulfills orders, manages customer profiles, captures and manages customer orders, manages the delivery process, and manages customer relationships.

Course objectives

- Explain the basic concepts related to Supply Chain Management and Order Fulfillment.
- Explain the flow and activities involved in the processing of a Sales/Customer order.
- Describe the Manage Customer Profile process.
- Explain the Capture Customer Order process.
- Define the Track Shipments process.
- Explain the Manage Customer Relationship process.
- Describe the Manage Inventory process.

Who should attend

- Business Analyst
- Financial Analyst
- Financial Information Analyst
- Financial Processor
- Financial Services Analyst
- Pricing Strategist
- Financial Customer Liaison
- Accounts Receivable Processor
- Account Expenditure Processor
- Customer Account Specialist
- Tailored Vendor Logistics Specialist
- Resolution Specialist
- Delivery Management Specialist
- Supplier Relationship Manager
- Sourcing Strategy Specialist
- Industrial Specialist
- Weapon System Support Manager
- National Account Manager
- Customer Account Manager Customer Support Representative
- Order Fulfillment Super Viewer
- Call Center Ancillary User
- General Super Viewer Ancillary User
- Headquarters Policy Ancillary User
- Headquarters Foreign Military Sales (FMS) Maintainer
- Distribution Ancillary User
- Director/Deputy Director of Supplier Operations
- Chief of Supplier Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor

OF 302—Order Fulfillment Process, Continued

Who should attend, continued
- IST Section Team Lead
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division
- Director of Customer Operations
- Chief of Customer Facing Division
- Supervisor of Customer Support Module (CSM) Cell Section
- CSM Cell Team Lead
- Chief of Customer Support Division
- Director/Deputy Director of Customer Advocacy
- Chief of Customer Support Branch
- Chief of Readiness and Support Division
- Chief of Weapon Systems Support Branch
- Weapon Systems Support Team Lead
- Accounting Supervisor
- Financial Resource Officer
- Supervisory Financial Liaison
- Financial Services Officer
- Business Process Analyst—Order Fulfillment
- Business Process Analyst—Finance
- Business Process Analyst—Technical and Quality
- Business Process Analyst—Cross Process
- Enterprise Process Integrator
- Business Intelligence (BI) Support User
- BI Supervisory User
- Operations Research Analyst
- Site Program Manager (PM) Lead—Order Fulfillment
- Financial Information Controller
- Financial Systems Integrator
- Site PM Lead—Financial Management

Prerequisite: EBS 102   **Delivery method:** Self-study, Web-based
Maximum number of course participants: N/A
Course manager: Michael Beasley

PL 304—Planning Core Process

Course length: ½ day
Course number: PL 304
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Planning process area including the core process flow, processes within Planning, key concepts and conceptual changes to the process, jobs aligned to the Planning process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Planning. Furthermore, the course explains how Planning collaborates with Order Fulfillment, Procurement, and Finance.

Course objectives

- Identify the benefits of the Planning process.
- Explain the methods that are used to measure the performance of the Planning process.
- List the five Planning jobs.
- Name and describe the five Demand Planning processes.
- Define the Enriched Demand Plan.
- Name and describe the ten Supply Planning processes.
- Define the Time Phased Inventory Plan (TPIP).

Who should attend

- Business Analyst
- Financial Analyst
- Financial Services Analyst
- Planning Data Maintainer
- Demand Planner
- Supply Planner
- Stock Positioning Specialist
- Kitting Specialist
- Industrial Specialist
- Weapon Systems Support Manager
- National Account Manager
- Customer Account Manager
- Customer Support Representative
- Planning Super Viewer
- General Super Viewer Ancillary User
- Headquarters Policy Ancillary User
- Director/Deputy Director of Supplier Operations
- Chief of Supplier Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor
- IST Section Team Lead
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division
- Director of Customer Operations
- Chief of Customer Facing Division
- Supervisor of Customer Support Module (CSM) Cell
- Supervisor of CSM Cell Section
- CSM Cell Team Lead

PL 304—Planning Core Process, Continued

Who should attend, continued

- Chief of Item Planning Division
- Supervisor of Item Planning Team
- Item Planning Team Lead
- Chief of Customer Support Division
- Director/Deputy Director of Customer Advocacy
- Chief of Customer Support Branch
- Chief of Readiness and Support Division
- Chief of Weapon Systems Support Branch
- Weapon Systems Support Team Lead
- Financial Resource Officer
- Supervisory Financial Liaison
- Financial Services Officer
- Business Process Analyst—Finance
- Business Process Analyst—Technical and Quality
- Business Process Analyst—Cross Process
- Enterprise Process Integrator
- Operations Research Analyst
- Financial Information Controller
- Financial Systems Integrator
- Site Program Manager (PM) Lead—Financial Management
- Site PM Lead—Planning
- Business Intelligence (BI) Support User
- BI Supervisory User

Prerequisite: EBS 102
Maximum number of course participants: N/A
Course manager: Toni Hicks

Delivery method: Self-study, Web-based

PL 305—Demand Planning Process

Course length: ½ day
Course number: PL 305
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Demand Planning process area including the core process flow, processes within Demand Planning, key concepts and conceptual changes to the process, jobs aligned to the Demand Planning process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Demand Planning functions.

Course objectives

- Name the five processes in the Demand Planning Cycle and list several of the sub-processes in each process.

- Identify the four dimensions of a Demand Forecasting Unit (DFU).

- Explain several methods of manipulating demand history.

- Explain and describe the components of the Enriched Demand Plan.

- Name and describe several exceptions found in JDA.

- Describe the various Demand Planning Meetings.

Who should attend

- Planning Data Maintainer
- Demand Planner
- Industrial Specialist
- National Account Manager
- Customer Account Manager
- Customer Support Representative
- Planning Super Viewer
- Chief of Customer Facing Division
- Supervisor of Customer Support Module (CSM) Cell
- Supervisor of CSM Cell Section
- CSM Cell Team Lead
- Chief of Item Planning Division
- Supervisor of Item Planning Team
- Item Planning Team Lead
- Chief of Customer Support Division
- Director/Deputy Director of Customer Advocacy
- Chief of Customer Support Branch
- Chief of Readiness and Support Division
- Chief of Weapon Systems Support Branch
- Weapon Systems Support Team Lead
- Business Process Analyst—Planning
- Business Process Analyst—Cross Process
- Enterprise Process Integrator
- Operations Research Analyst
- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304
Maximum number of course participants: N/A
Course manager: John Ramos

Delivery method: Self-study, Web-based

PL 306—Supply Planning Process

Course length: ½ day
Course number: PL 306
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Supply Planning process area including the core process flow, processes within Supply Planning, key concepts and conceptual changes to the process, jobs aligned to the Supply Planning process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Supply Planning functions.

Course objectives

- Discuss the concept of Supply Planning.
- Name the ten subprocesses in the Supply Planning Cycle.
- Define the Time Phased Inventory Plan (TPIP).
- Explain the steps in generating the TPIP.
- Explain how Dynamic Data and Master Data are used to generate the TPIP.
- Describe how SAP and JDA exchange data.
- Explain how Planning Rules affect the TPIP.
- Explain how the TPIP is constrained.
- Identify TPIP exceptions that will be managed in the new process.
- Describe the different Supply Planning Meetings.

Who should attend

- Planning Data Maintainer
- Supply Planner
- Stock Positioning Specialist
- Industrial Specialist
- National Account Manager
- Customer Account Manager
- Customer Support Representative
- Planning Super Viewer
- Director/Deputy Director of Supplier Operations
- Chief of Supplier Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor
- IST Section Team Lead
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division
- Chief of Item Planning Division
- Business Process Analyst—Planning
- Business Process Analyst—Cross Process
- Enterprise Process Integrator
- Operations Research Analyst
- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304
Maximum number of course participants: N/A
Course manager: Christine French-Jones

Delivery method: Self-study, Web-based

PL 307—Planning Collaborate Process

Course length: ½ day
Course number: PL 307

Description

The purpose of this online course is to teach participants about the overall Planning Collaborate process area including the core process flow, processes within Planning Collaborate, key concepts and conceptual changes to the process, jobs aligned to the Planning Collaborate process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Planning Collaborate functions.

Course objectives

- Identify the benefits of the Collaboration process.
- Describe the Customer Collaboration process.
- Describe the Supplier Collaboration process.
- Explain the collaboration timeline.
- List the four collaborative groups.

Who should attend

- Demand Planner
- Supply Planner
- Stock Positioning Specialist
- Industrial Specialist
- Business Process Analyst—Planning
- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304
Maximum number of course participants: N/A
Course manager: Toni Hicks

Delivery method: Self-study, Web-based

PR 301—Procurement Core Process

Course length: ½ day
Course number: PR 301
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Procurement process area including the core process flow, processes within Procurement, key concepts and conceptual changes to the process, jobs aligned to the Procurement process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Procurement functions.

Course objectives

- Describe the basic concepts related to Supply Chain Management and Procurement.
- Explain the Procurement core process.
- Identify key changes and Procurement KPIs.

Who should attend

- Business Analyst
- Financial Analyst
- Financial Information Analyst
- Financial Processor
- Financial Services Analyst
- Pricing Strategist
- Financial Supplier Liaison
- Accounts Receivable Processor
- Account Expenditure Processor
- Accounts Payable Processor
- Accounts Payable Technician
- Invoice Technician
- Payment Support Specialist
- Acquisition Specialist
- Acquisition Support Technician
- Supplier Relationship Manager
- Sourcing Strategy Specialist
- Industrial Specialist
- Accountable Property Officer
- Property Information Analyst
- Customer Analyst
- Procurement Super Viewer
- Procurement Ancillary User
- Procurement Non-Core Ancillary User
- General Super Viewer Ancillary User
- Headquarters Policy Ancillary User
- Director/Deputy Director of Supplier Operations
- Chief of Supplier Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor

PR 301—Procurement Core Process, Continued

Who should attend, continued
- IST Section Team Lead
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group
- (SMSG)/Supplier Relationship Management (SRM) Division
- Director of Customer Operations
- Chief of Customer Facing Division
- Chief of Readiness and Support Division
- Accounting Supervisor
- Financial Resource Officer
- Supervisory Financial Liaison
- Financial Services Officer
- Business Process Analyst—Finance
- Business Process Analyst—Procurement
- Business Process Analyst—Technical and Quality
- Business Process Analyst—Cross Process
- Cost and Pricing Specialist
- Enterprise Process Integrator
- Operations Research Analyst
- Financial Information Controller
- Site Program Manager (PM) Lead—Procurement
- Financial Systems Integrator
- Site PM Lead—Financial Management
- Business Intelligence (BI) Support User
- BI Supervisory User

Prerequisite: EBS 102
Maximum number of course participants: N/A
Course manager: Mary Richardson

Delivery method: Self-study, Web-based

RP 301—EBS Real Property Core Process

Course length: ½ day
Course number: RP 301

Description

The purpose of this course is to teach participants about the overall Real Property process as it relates to the three key sub-processes of Real Estate Management, Project Management and Plant Maintenance within EBS. The course provides an overview of the job profiles, roles and key activities required to perform these sub-processes.

Course objectives

- Describe the high-level processes of Real Estate Management in EBS.
- Explain the high-level processes of Project Management in EBS.
- Describe the high-level processes of Plant Maintenance in EBS.
- Define Key Terminology as it relates to the Real Property process area.
- Identify the Real Property access profiles and key touchpoints.

Who should attend

- Real Property Officer
- Project Manager
- Business Process Analyst—Real Property
- Real Property Superviewer
- Plant Maintenance Facility Managers
- Plant Maintenance DLA Engineers
- Master Data Coordinator PM

Prerequisite: EBS 102, FI-301
Maximum number of course participants: N/A
Course manager: Nancy Wade

Delivery method: Self-study, Web-based

TQ 301—Technical Quality Process

Course length: ½ day
Course number: TQ 301
Continuing Education Units: 0.4

Description

The purpose of this online course is to teach participants about the overall Technical/Quality process area including the core process flow, processes within Technical/Quality, key concepts and conceptual changes to the process, jobs aligned to the Technical/Quality process, and Key Performance Indicators (KPI) that will be used to measure and monitor the "health" of Technical/Quality functions.

Course objectives

- Explain the core process and sub-processes, key concepts, benefits, and conceptual changes.
- Discuss the jobs and roles.
- Discuss the KPI and their importance to the process.
- Describe the Establish and Maintain Material Master process, business concepts, and key changes.
- Identify the Establish and Maintain Material Master types and business rules.
- Describe the Document Management System (DMS) process, business concepts, and key changes.
- Identify the DMS types.
- Describe the Workflow related items including Release Strategy Workflow, Internal Referrals, Edit Sales Activities (Customer Complaints— Product Quality).

Who should attend

- Business Analyst
- Industrial Specialist
- Product Specialist
- Packaging Specialist
- Test Coordinator
- Laboratory Specialist
- Technical Quality Super Viewer
- Technical Quality Ancillary User
- Technical Quality Non-Core Ancillary User
- Technical Quality Material Master Super Viewer
- General Super Viewer Ancillary User
- Headquarters Policy Ancillary User
- Chief of Suppler Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor
- IST Section Team Lead
- Technical and Quality
- Business Process Analyst—Cross Process
- Site Program Manager (PM) Lead—Technical and Quality

Prerequisite: EBS 102
Maximum number of course participants: N/A
Course manager: Jamie Morgan

Delivery method: Self-study, Web-based

EBS 201—SAP Navigation

Course length: 1 day
Course number: EBS 201
Continuing Education Units: 0.8

Description

The purpose of this course is to describe and demonstrate SAP navigation and functional concepts, and provide participants hands-on training accessing and working transactions in SAP.

The skills and experience gained from completing this course will support the successful completion of the advanced 400 level job-based training.

Course objectives

- Explain the benefits of using SAP.

- Name the modules within SAP and describe how they are integrated.

- Explain common SAP terms and concepts.

- Identify most parts of the SAP main screen and function keys.

- Navigate the SAP system to access transactions and data with minimal assistance.

- Demonstrate and/or explain SAP functionality.

- Identify unique DLA data and screens.

- Use SAP Help and EBS Online Help.

Who should attend

All EBS jobs.

Prerequisite: EBS 102, Applicable 300-Level Courses
Maximum number of course participants: 15
Course manager: Mary Richardson

Delivery method: Instructor-led, Web-based

EBS 203—JDA Navigation

Course length: 1 day
Course number: EBS 203
Continuing Education Units: 0.8

Description

The purpose of this course is to describe and demonstrate JDA navigational and functional concepts. This course provides hands-on navigation training for the JDA application.

Course objectives

- Explain the benefits of using JDA.

- Explain the high level overview of the JDA software being used by DLA.

- Name the modules of the NetWORKS Solution product suite that DLA is using for EBS and describe how they are integrated.

- Explain common JDA terms and concepts.

- Identify the components of the main JDA pages.

- Navigate within JDA and access Flexible Editor pages.

- Use JDA Help and EBS Online Help.

Who should attend

- Planning Data Maintainer

- Demand Planner

- Supply Planner

- Stock Positioning Specialist

- Kitting Specialist

- Supplier Relationship Manager

- Sourcing Strategy Specialist

- National Account Manager

- Customer Account Manager

- Customer Support Representative

- Planning Super Viewer

- General Super View Ancillary User

- Headquarters Policy Ancillary User—SAP and JDA

- Director/Deputy Director of Supplier Operations

- Chief of Supplier Operations Division

- Supervisor of Supplier Operations Branch

- Supervisor of Integrated Supplier Team (IST)

- IST Section Supervisor

- IST Section Team Lead

- Chief of Supplier Support Division

- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division

- Director of Customer Operations

- Chief of Customer Facing Division

- Supervisor of Customer Support Module (CSM) Cell

- Supervisor of CSM Cell Section

- CSM Cell Team Lead

- Chief of Item Planning Division

- Supervisor of Item Planning Team

- Item Planning Team Lead

EBS 203—JDA Navigation, Continued

Who should attend, continued
- Chief of Customer Support Division
- Director/Deputy Director of Customer Advocacy
- Business Process Analyst—Cross Process
- Enterprise Process Integrator
- Operations Research Analyst Site Program Manager (PM) Lead—Planning
- Chief of Customer Support Branch
- Chief of Readiness and Support Division
- Chief of Weapon Systems Support Branch
- Weapon Systems Support Team Lead
- Business Process Analyst—Planning

Prerequisite: EBS 102, Applicable 300-Level Courses, EBS 201
Maximum number of course participants: 15
Course manager: Christine French-Jones

Delivery method: Instructor-led, Web-based

EBS 204—DPACS Navigation

Course length: ½ day
Course number: EBS 204
Continuing Education Units: 0.4

Description

The purpose of this course is to describe and demonstrate Defense Preaward Contracting System (DPACS) navigation and functional concepts. Participants receive hands-on training navigating the DPACS application.

Course objectives

- Explain the benefits of using JDA.

- Explain the high level overview of the JDA software being used by DLA.

- Name the modules of the NetWORKS Solution product suite that DLA is using for EBS and describe how they are integrated.

- Explain common JDA terms and concepts.

- Identify the components of the main JDA pages.

- Navigate within JDA and access Flexible Editor pages.

- Use JDA Help and EBS Online Help.

Who should attend

- Planning Data Maintainer

- Supply Planner

- Acquisition Specialist

- Acquisition Support Technician

- Supplier Relationship Manager

- Sourcing Strategy Specialist

- Procurement Super Viewer

- Procurement Ancillary User

- Procurement Non-Core Ancillary User

- Headquarters Policy Ancillary User—SAP and DPACS

- Headquarters Foreign Military Sales (FMS) Maintainer

- Director/Deputy Director of Supplier Operations

- Chief of Supplier Operations Division

- Supervisor of Supplier Operations Branch

- Supervisor of Integrated Supplier Team (IST)

- IST Section Supervisor

- IST Section Team Lead

- Chief of Supplier Support Division

- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division

- Business Process Analyst—Order Fulfillment

- Business Process Analyst—Procurement

- Business Process Analyst—Cross Process

- Enterprise Process Integrator

- Operations Research Analyst

- Site Program Manager (PM) Lead—Order Fulfillment

- Site PM Lead—Procurement

Prerequisite: EBS 102, Applicable 300-Level Courses, EBS 201
Maximum number of course participants: 15
Course manager: Mary Richardson

Delivery method: Instructor-led, Web-based

BI 201—Business Intelligence (BI) Overview and Navigation

Course length: ½ day
Course number: BI 201
Continuing Education Units: 0.4

Description

The purpose of this course is to describe and demonstrate BI navigation and functional concepts, and provide participants hands-on training accessing and working reports in BI.

Course objectives

- Explain the concept and components of EBS Reporting.

- Explain BI capabilities and associated benefits.

- Define BI key terminology.

- Explain BI data architecture.

- Access and execute BI reports in BEx Web.

- Launch EBS Online Help and navigate to available BI information.

Who should attend

- BI Support/Supervisory users
- All Finance users

Prerequisite: EBS 102, TQ 301, EBS 201
Maximum number of course participants: 15
Course manager: Trevor Sajdak

Delivery method: Instructor-led, Web-based

BI 401—Business Intelligence (BI) Query Design and Analysis

Course length: 2 ½ days
Course number: BI 401
Continuing Education Units: 2.0

Description

The purpose of this course is to explain the BI architecture, define the steps necessary to design a query, and create and modify queries in BI.

Course objectives

- Define BI key terminology.

- Explain the BI architecture.

- Explain Online Analytical Processing (OLAP) functionality.

- Utilize BEx Analyzer and Query Designer to modify, create, and delete ad hoc queries.

- Import values to Selection Criteria from text file.

- Launch EBS Online Help and navigate to available BI information.

Who should attend

- BI Support/ Supervisory Users
- All Finance Users

Prerequisite: EBS 102, TQ 301, EBS 201, BI 201
Maximum number of course participants: 15
Course manager: Trevor Sajdak

Delivery method: Instructor-led, Web-based

DC 402—Demand Classification for Business Process Analysts (BPA)

Course length: 2 ½ days
Course number: DC 402
Continuing Education Units: 2.0

Description:
The purpose of this course is to define the Demand Classification process and the forecast algorithms that are used within DLA's EBS to calculate the Statistical Forecast for Demand Planning. This course further discusses how this Statistical Forecast is used as a basis for developing an Enriched Demand Plan for the Demand Forecasting Unit and the responsibilities of the Demand Planning BPAs.

Course objectives:
- Explain the Demand Classification process.
- Describe the different forecast algorithms.
- Locate and review the Demand Classification Tables in JDA.
- Describe key business concepts and enhancements related to Demand Classification.
- Identify the Demand Classification Exceptions.
- Describe the Demand Classification roles and responsibilities for the Subprocess Owner, Subprocess Point of Contacts at each site, Demand Planners, and Demand Planner Supervisors.

Who should attend
- BPAs assigned to the Demand Planning process area.
- Multifunctional supervisors and managers who need a better understanding of how the forecasting process is accomplished by Demand Planning.

Prerequisite: PL 305 and/or DP 401
Maximum number of course participants: 25
Course manager: John Ramos

Delivery method: Instructor-led classroom

DC 403—Demand Classification for Demand Planners

Course length: 2 days
Course number: DC 403
Continuing Education Units: 1.6

Description:

 The purpose of this course is to define the Demand Classification process and the forecast algorithms that are used within DLA's EBS to calculate the Statistical Forecast for Demand Planning. This course further discusses key concepts of Demand Classifications, exception processing, and the responsibilities of the Demand Planners.

Course objectives:

- Explain the Demand Classification process.

- Describe the different forecast algorithms.

- Identify key business concepts and enhancements related to Demand Classification.

- Describe the Demand Planner Demand Classification responsibilities.

- Identify the Demand Classification Exceptions.

Who should attend?

- Demand Planners

- Business Process Analysts (BPA) assigned to the Demand Planning process area.

- Multifunctional supervisors and managers who need a better understanding of how the forecasting process is accomplished by Demand Planning.

Prerequisite: PL 305 and/or DP 401
Maximum number of course participants: 25
Course manager: John Ramos

Delivery method: Instructor-led classroom

FI 405—Financial Processor for EBS (DFAS)

Course length: 4 days
Course number: FI 405
Continuing Education Units: 3.2

Description

The purpose of the Financial Processor course is to explain the associated roles, activities, and tasks, and provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- General Ledger adjustments
- Month-end and year-end
- Property
- External reporting and eliminations
- Unliquidated obligations
- BOSS nonmaterial purchasing
- Process IPAC for collection
- Comparative statement analysis

Course objectives

- Describe the Finance Core process flow.
- Explain key concepts and terminology related to the Finance Core Process and the Financial Processor job.
- Describe the responsibilities and functions of the Financial Processor job.
- List the Financial Processor roles.
- Identify the processes related to the Financial Processor job.
- Discuss Financial Processor touchpoints.
- List Finance Key Performance Indicators (KPI).

Who should attend

Financial Processor

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 415—Accounts Receivable Processing for EBS (DFAS)

Course length: 3 days
Course number: FI 415
Continuing Education Units: 2.4

Description

The purpose of the Accounts Receivable (A/R) Processing course is to explain the associated roles, activities, and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Manage bills and credit records
- Generate and issue bills
- Collect payments
- Monitor nonpayments and dunning
- Update customer accounts

Course objectives

- Describe how the A/R process fits into the Order Fulfillment Core process.
- Identify the regulations governing the A/R process.
- Explain key concepts and terminology related to the A/R process and the A/R Processor job.
- Identify the functions and roles related to the A/R Processor job.
- Describe how the DFAS A/R Processor job interacts with DLA jobs.
- Identify Key Performance Indicators (KPI) related to the A/R Processor job.
- Identify the Business Intelligence (BI) reports used to perform A/R Processor roles.

Who should attend

Finance jobs

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 416—Accounts Payable Processing for EBS (DFAS)

Course length: 4 days
Course number: FI 416
Continuing Education Units: 3.2

Description

The purpose of this course is to explain the associated roles, activities, and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Invoice processing
- Reports
- Vendor payment inquiry
- Blocked invoice review
- EFT and check returns
- Payment processing

Course objectives

- Explain, identify, and demonstrate Accounts Payable transactions in SAP.
- Explain the Accounts Payable process and how to navigate EBS systems.
- Describe the Accounts Payable jobs and associated roles and responsibilities.
- Explain Accounts Payable process touchpoints with other areas.
- Describe key business concepts and characteristics related to Accounts Payable process.
- Describe the type of reports that may be accessed in support of the Accounts Payable process.

Who should attend

- Accounts Payable Processor
- Payment Support Specialist

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 421—Account Expenditure Processor for EBS (DFAS)

Course length: 4 days
Course number: FI 418
Continuing Education Units: 3.2

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Collect and post payments
- Post operational expense payments
- Update customer/vendor accounts
- Payroll execution
- Payroll reconciliation

Course objectives

- Recognize the Accounting Expenditure Processor job as it supports both Accounts Payable and Accounts Receivable processes.
- Describe the regulations governing the Accounts Receivable process and the Accounts Payable process.
- Describe the payroll system process.
- Perform SAP transactions.
- Receive, match, and post payment collection of third-party payments or foreign currency.
- Post operational expense payments.
- Process refund and claims receivables.
- Update or clear customer and vendor accounts.
- Process payroll violations and errors.

Who should attend

Account Expenditure Processor

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 450—Financial Hierarchy for EBS

Course length: 1 day
Course number: FI 450
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the financial hierarchy structure and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Financial hierarchy
- Cost center/cost center group
- Profit center/profit center group
- Fund center/funds center group
- Internal order/internal order group

Course objectives

- Define a financial hierarchy (standard and alternate).
- Explain the financial hierarchy key points.
- Describe and define the financial hierarchy objects: funds center, funds center group, profit center, profit center group, cost center, cost center group, internal order, and internal order group.
- Describe financial hierarchy key terminology.
- Explain the coding approach for financial hierarchy objects.
- Define the financial hierarchy structure (supplier operations, customer operations, etc.).
- Successfully locate and display key SAP transactions associated with the financial hierarchy.

Who should attend

Account Expenditure Processor

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 451—Budget/Pricing and Funds Control for EBS

Course length: 3 days
Course number: FI 451
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Supply Chain planning and execution
- Funds management
- Selective promotion
- Annual pricing
- Pricing execution
- Price challenges

Course objectives

- Describe key concepts and characteristics within the Finance process.
- Define terminology as it relates to budgeting and pricing.
- Describe budgeting and pricing responsibilities.
- Explain touchpoints with other areas.
- Define the Key Performance Indicators (KPI) associated with the Finance process.
- Execute transactions related to budgeting and pricing.

Who should attend

- Financial Information Controller (FIC)
- Financial Information Analyst (FIA)
- Financial Analyst (FA)
- Business Analyst (BA)

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 452—Operational Accounting for EBS

Course length: 3 days
Course number: FI 452
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Funds management
- Incoming Military Interdepartmental Purchase Request (MIPR) processing
- Outbound MIPR processing
- Base Operations Support System (BOSS) nonmaterial purchasing
- Manual obligations (non-BOSS)
- PowerTrack error resolution
- PCard and Access Online
- Payroll execution and violations
- Defense Travel System (DTS)
- Manual obligations
- Other related financial processes

Course objectives

- Review the Operational Accounting process and how to navigate EBS systems.
- Describe the Operational Accounting and associated roles and responsibilities.
- Explain Operational Accounting touchpoints with other areas.
- Describe key business concepts and characteristics related to Operational Accounting.
- Execute transactions related to the Operational Accounting roles.
- Describe the type of reports that may be accessed in support of Operational Accounting.

Who should attend

- Business Analyst
- Financial Operations Liaison
- Financial Services Analyst
- Installation Support Receiver
- Supervisory Financial Liaison
- Business Process Analyst
- Site PM Lead—Financial Management (FM)
- Financial Systems Integrator
- Acquisition Specialist (Base Ops)

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 453—General Accounting and Master Data Maintenance for EBS

Course length: 3 days
Course number: FI 453
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Financial Hierarchy changes
- Manage accounting master data
- Comparative statement analysis
- Period close
- Check processing
- General Ledger Adjustments
- Environmental contingent liabilities
- Key Performance Indicators
- Analysis and problem resolution

Course objectives

- Describe jobs, roles, and related processes.
- Explain touchpoints with other areas.
- Define the Key Performance Indicators (KPI).
- Execute transactions related to General Accounting procedures and Master Data in EBS.
- Describe the types of reports that may be accessed.
- Summarize key concepts as they relate to General Accounting procedures and Master Data in EBS.

Who should attend

- Financial Analyst
- Business Analyst
- Accounting Supervisor
- Financial Information Analyst
- Financial Information Analyst—Obs Authority
- Financial Services Analyst
- Internal Auditor
- Financial Resource Officer (Comptroller)
- Business Process Analyst (FI)
- Financial Information Controller
- Site PM Lead—Financial Management (FM)
- Financial Systems Integrator

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 454—Material Receivable and Payable Processing for EBS

Course length: 2 ½ days
Course number: FI 454
Continuing Education Units: 2.0

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Invoicing noncompliance
- Blocked invoices review
- Unliquidated obligations review
- Billing process
- Additive CLINS
- Vendor credit memorandum for consideration
- AMMA
- Subsistence IDOC Resolution process
- Government-furnished material
- NIMs PCH Reimbursement
- Checks and EFT
- Customer and vendor scorecard
- DFAS-related processes

Course objectives

- Describe business concepts and characteristics as they relate to the Material Receivable and Payable process.
- Describe the Material Receivable and Payable processing jobs and roles.
- Explain touchpoints with other areas.
- Describe the Key Performance Indicators (KPI) associated with the Finance Process.

Who should attend

- Financial Customer Liaison
- Financial Supplier Liaison
- Financial Customer/Supplier Liaison
- Supervisory Financial Liaison (Comptroller)
- Business Process Analyst (FI)
- Site PM Lead—Financial Management (FM)
- Financial Systems Integrator

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 455—Property Accountability for EBS

Course length: 1 day
Course number: FI 455
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Depreciable/nondepreciable asset
- Depreciation management
- Disposal action
- Property reporter
- Government Furnished Equipment, Tooling, and Special Test Equipment (GFPE/T/STE)

Course objectives

- Describe key business concepts within the Property Accountability process.
- Define terminology as it relates to Property Accountability.
- Describe the Property Accountability responsibilities.
- Explain touchpoints with other areas.
- Define the Key Performance Indicators (KPI) associated with the Property Accountability process.
- Execute transactions related to Property Accountability.

Who should attend

- Financial Services Analyst
- Accountable Property Officer HQ
- Accountable Property Officer (DLA supply centers)
- Property Information Analyst
- Business Process Analyst (FI)
- Site PM Lead—Financial Management (FM)
- Financial Systems Integrator

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 456—Accounting and Financial Management Reports for EBS

Course length: 1 day
Course number: FI 456
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the following:

- Financial Management Reports
  - Finance and Cost Reporter
  - Funds Management Reporter
  - General Finance Reporter and Financial Reporting Evaluator
  - Statutory Reporter
  - Property Reporter
  - DFAS Reporting Roles
  - Business Intelligence
  - Transactional User Archive Retrieval
  - Document Relationship Browser
  - Print Lists Image Retrieval
- Accounting Management Reports for EBS DFAS
  - Accounts Receivable
  - Accounts Payable
  - General Ledger and Analysis

Course objectives

- Describe the six Financial Management reporting roles and associated responsibilities.
- Describe key business concepts and characteristics related to Financial Management Reports.
- Execute transactions associated with Accounting and Cost Reports, Miscellaneous Finance Reports, Funds Management and Statutory Reports.
- Describe SAP Business Intelligence.
- Describe archiving and the importance of archiving in R2.
- Describe the requirements for archiving financial documents.
- Identify transactional methods to retrieve archived data.
- Describe the transactions associated with the Archive Retrieval User role.
- Describe and be able to use SAP's Document Relationship Browser (DRB).
- Identify key elements of the Document Relationship Browser.
- Describe how to execute Print List Image Retrieval.
- Identify key elements of Print List Image Retrieval.
- Successfully execute financial transactions in SAP which are essential for archive retrieval effectiveness and efficiency.
- Identify reports used by the Accounts Receivable Processor for displaying customer balances, open items or cleared items, interfund transactions, and periodic account statements.
- Identify reports used by the Accounts Expenditure Processor for support of both accounts receivable and payable issues or posting of operational accounting expenses.

FI 456—Accounting and Financial Management Reports for EBS, Continued

Objectives, continued
- Identify reports used by the Accounts Payable Processor for vendor balances, invoice status, and payment metrics.
- Identify reports used by the Financial Processor, such as the customer balance, general ledger account line items, and budget.
- Describe the types of reports that may be accessed.
- Summarize key concepts as they relate to General Accounting procedures and Master Data in EBS.

Who should attend
Mandatory:
- Accounting Supervisor
- Internal Auditor
- Financial Management Super Viewer
- Payroll Data Viewer—COE (only Payroll Reports)
- Financial Resource Officer (Comptroller)
- Supervisory Financial Liaison (Comptroller)
- Financial Services Officer (Comptroller)
- Business Process Analyst (Cross Process) (Only for DLA Troop Support)
- Process Integrator
- Financial Systems Integrator

Who should attend
Optional:
- Financial Analyst
- Financial Processor (DFAS)
- Business Analyst
- Financial Customer Liaison
- Financial Information Analyst
- Financial Information Analyst—Obs Authority
- Financial Services Analyst
- Financial Customer/Supplier Liaison
- Accounts Payable Processor (DFAS)
- Payment Support Specialist
- Accounts Receivable Processor (DFAS)
- Accounts Expenditure Processor (DFAS)
- Business Process Analyst (FI)
- Financial Information Controller
- Site PM Lead—Financial Management (FM)
- Financial Operations Liaison
- Financial Supplier Liaison

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, Applicable 400-Level Job-based courses, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 457—DLA Document Services for EBS

Course length: 2 days
Course number: FI 457
Continuing Education Units: 1.6

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application -functionality. Additional information is provided to describe the following:

- Funding process
- In-house sales (DAPS Online (DOL))
- Commercial procurement process (U.S. Government Printing Office (GPO))
- Navy Forms Online (FOL)
- Equipment Management Solutions (EMS)
- Management reports

Course objectives

- Provide a brief overview of the DLA Document Services' four major business processes:
  - In-house sales process
  - DLA Document Services Commercial Procurement Process (U.S. GPO)
  - DLA Document Services Navy Forms Online (FOL)
  - DLA Document Services Equipment Management Solutions (EMS)
- Describe specific areas included in the process papers and where to find assistance with DLA Document Services processes.
- Explain touchpoints with other areas and roles.
- Execute transactions related to DLA Document Services.

Who should attend

- GPO Processor
- Award Processor
- EMS Processor
- DOL Operator
- DOL IT Specialist
- Commercial Program Processor

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

FI 458—DLA Strategic Materials for EBS

Course length: 2 days
Course number: FI 458
Continuing Education Units: 1.6

Description

The purpose of this course is to explain the associated roles, activities and tasks, and to provide hands-on experience with the EBS application functionality. Additional information is provided to describe the DLA Strategic Materials Contract Sales Process.

Course objectives

- Describe key business concepts and characteristics as they relate to the DLA Strategic Materials.
- Describe the DLA Strategic Materials jobs and roles.
- Explain touchpoints with other areas and roles.
- Execute transactions related to DLA Strategic Materials.

Who should attend

- Contracting Officer (CO)
- Contract Specialist (CS)
- Procurement Technician (PT)
- Operations Specialist
- Depot Specialist
- Depot Manager
- Sales Planning Program Manager

Prerequisite: EBS 102, FI 301, FI 302, FI 303, EBS 201, FI 450
Maximum number of course participants: 15
Course manager: Denise Wellman

Delivery method: Instructor-led, Web-based

OF 401—Customer Account Specialist/Tailored Vendor Logistics Specialist

Course length: 7 days
Course number: OF 401
Continuing Education Units: 5.6

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Customer Account Specialist (CAS)/Tailored Vendor Logistics Specialist (TVLS). This course also provides hands-on experience with the EBS SAP software application.

Course objectives

- Describe the Order Fulfillment process.
- Discuss the CAS and TVLS jobs and the associated roles and responsibilities.
- Explain CAS/TVLS touchpoints with other areas.
- Complete transactions related to the CAS/ TVLS jobs.
- Access Workflow and display IDocs.
- Describe Order Fulfillment Master Files.
- Explain Order Processing.
- Describe the Government-Furnished Materiel (GFM) and Kitting processes.
- Identify Order Processing exceptions.
- Explain the In-Storage Visibility (ISV) process.
- Discuss the Archiving process.
- Explain Workflow.
- Discuss the Army Medical Material Agreement (AMMA).
- Explain the Retail Transfer Sales Order (RTSO) and Customer Pay processes.
- Review Defense Preaward Contracting System (DPACS) Navigation.
- Discuss Order Fulfillment Reports.

Who should attend

- Customer Account Specialist
- Tailored Vendor Logistics Specialist
- Director of Customer Operations
- Chief of Customer Facing Division
- Supervisor of Customer Support Module (CSM) Cell
- Supervisor of CSM Cell Section
- CSM Cell Team Lead
- Business Process Analyst—Order Fulfillment
- Site Program Manager (PM) Lead—Order Fulfillment

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

OF 402—EBS for Customer Support Module (CSM) Jobs

Course length: 3 days
Course number: OF 402
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Customer Support Module (CSM) Specialist. This course also provides hands-on experience with the EBS SAP software application.

Course objectives

- Explain the different CSM positions.
- Identify the different roles within the CSM positions including
  - Customer Support Specialist
  - Customer Relationship Monitor, and
  - Product Information Specialist.
- Discuss Order Processing exceptions.
- Explain In-Storage Visibility (ISV).
- Describe Archiving.

Who should attend

- Weapon Systems Support Manager
- National Account Manager
- Customer Account Manager
- Customer Support Representatives
- Contact Center Ancillary User
- Chief of Customer Support Division
- Director/Deputy Director of Customer Advocacy
- Chief of Customer Support Branch
- Chief of Readiness and Support Division
- Chief of Weapon Systems Support Branch
- Weapon Systems Support Team Lead

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

OF 403—Resolution Specialist

Course length: 7 days
Course number: OF 403
Continuing Education Units: 5.6

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Resolution Specialist. This course also provides hands-on experience with the EBS SAP software application.

Course objectives

- Identify key concepts.

- Explain key terminology related to the Resolution Specialist.

- Name the responsibilities of roles mapped to the Resolution Specialist.

- List touchpoints to the Resolution Specialist job.

- Name the Key Performance Indicators (KPI) associated with the order fulfillment process area.

- Explain the terms: Workflow, IDOC, and Reports, and relate their significance to the Resolution Specialist.

- Execute the transactions mapped to the Resolution Specialist.

Who should attend

- Resolution Specialist

- Director/Deputy Director of Supplier Operations

- Chief of Supplier Operations Division

- Supervisor of Integrated Supplier Team

- Chief of Supplier Support Division

- Business Process Analyst—Order Fulfillment

- Site Program Manager (PM) Lead—Order Fulfillment

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

OF 404—Delivery Management Specialist (DLA Distribution)

Course length: 1 day
Course number: OF 404
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Delivery Management Specialist. This course also provides hands-on experience with the EBS SAP software application.

Course objectives

- Describe the order fulfillment process.
- Describe the Delivery Management Specialist (DMS) and associated roles and responsibilities.
- Explain DMS touchpoints with other areas.
- Describe key business concepts related to Delivery Management.
- Complete transactions related to the DMS role.
- Describe the types of reports that may be accessed by the DMS.

Who should attend

- Delivery Management Specialist
- Supervisor of Integrated Supplier Team
- Director of Customer Operations
- Chief of Customer Facing Division
- Chief of Customer Support Division
- Business Process Analyst—Order Fulfillment
- Site Program Manager (PM) Lead—Order Fulfillment

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

OF 405—Customer Interaction Center

Course length: 3 days
Course number: OF 405
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Customer Interaction Center. This course also provides hands-on experience with the EBS SAP software application used to retrieve data and information needed to resolve customer inquiries.

Course objectives

- Describe the order fulfillment process.

- Describe key concepts and how they relate to the Customer Interaction Center.

- Discuss the Customer Interaction Center roles.

- List the steps involved in creating and displaying customer orders.

Who should attend

Customer Interaction Agents

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

OF 406—Universal Customer Account Specialist (CAS)/Tailored Vendor Logistics Specialist (TVLS)

Course length: 2 days
Course number: OF 406
Continuing Education Units: 1.6

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Universal Customer Account Specialist (CAS) and Tailored Vendor Logistics Specialist (TVLS). This course also provides hands-on experience with the EBS SAP software application.

Course objectives

- Define the roles of the Universal CAS and TVLS in the organization and the order fulfillment process.

- Highlight the similarities and differences between "matrixed" and Universal CAS/TVLS.

- Demonstrate how to resolve problems unique to specific supply chains.

- Identify and use unique reports and other specialized tools within EBS.

- Recognize the information available to customers from sources outside of EBS and how it can be used internally for research.

Who should attend

Universal CAS/TVLS

Prerequisite: EBS 102, OF 302, EBS 201
Maximum number of course participants: 15
Course manager: Michael Beasley

Delivery method: Instructor-led, Web-based

PL 401—Planning Data Maintainer

Course length: 2 days
Course number: PL 401
Continuing Education Units: 1.6

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Planning Data Maintainer. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the Demand and Supply Planning processes.
- Describe the Planning Data Maintainer job and associated roles and responsibilities.
- Demonstrate how to navigate through both JDA and SAP.
- Describe demand history and the forecasting process.
- Explain the DFU Hierarchy and list the four dimensions of a Demand Forecasting Unit (DFU).
- List and describe the three elements required to generate a Time Phased Inventory Plan (TPIP).
- Explain Business Intelligence (BI) and Crystal Enterprise and the benefits of each.
- Describe the types of Demand and Supply Planning reports that may be accessed/ used in support of the Planning Data Maintainer.

Who should attend

- Planning Data Maintainer
- Industrial Specialist
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor
- IST Section Team Lead
- Supervisor of Customer Support Module (CSM) Cell
- Supervisor of CSM Cell Section
- CSM Cell Team Lead
- Supervisor of Item Planning Team
- Item Planning Team Lead
- Chief of Customer Support Division
- Chief of Customer Support Branch

Prerequisite: EBS 102, PL 304, PL 305, PL 306, EBS 201, EBS 203
Maximum number of course participants: 15
Course manager: Toni Hicks

Delivery method: Instructor-led, Web-based

PL 402—Customer (Collaborate)

Course length: 1 day
Course number: PL 402
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are conducted when performing customer demand collaboration activities. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the collaboration process.
- Describe the responsibilities of the customer and the DLA during collaboration.
- Describe the different fields on the Collaborate Worksheet.
- Explain how to collaborate.
- Explain how to access the collaboration system.
- Explain the availability and use of the EMALL Supportability Analysis/Stock Out Report.

Who should attend

- Customer
- Customer Relationship Managers

Prerequisite: PL 307
Maximum number of course participants: 15
Course manager: Toni Hicks

Delivery method: Instructor-led, Web-based

PL 403—Supplier (Collaborate)

Course length: 1 day
Course number: PL 403
Continuing Education Units: 0.8

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are conducted when performing supplier collaboration activities. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the collaboration process.

- Describe the responsibilities in collaborating.

- Access JDA collaborate.

- View the Collaborate Worksheet.

- Explain how to collaborate.

- Explain the different ways Suppliers can view DLA's requirements.

- Explain the Supplier Requirements Visibility Access (SRVA) Web site.

- Explain Two-Way Electronic Data Interchange (EDI) Collaboration.

- Explain available assistance and Online Help (OLH).

Who should attend

- Suppliers
- Supplier Relationship Managers

Prerequisite: PL 307
Maximum number of course participants: 15
Course manager: Christine French-Jones

Delivery method: Instructor-led, Web-based

DP 401—Demand Planner

Course length: 5 days
Course number: DP 401
Continuing Education Units: 4.0

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Demand Planner. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the Demand Planner job and associated roles and responsibilities.

- Demonstrate how to navigate through both JDA and SAP.

- Describe the Demand Forecasting Unit (DFU) Hierarchy and list the four dimensions of a DFU.

- Describe how to fine-tune the Demand Plan.

- Demonstrate how to work DFUs with exceptions.

- List the steps involved in publishing the final Demand Plan.

- Describe the Demand Planner's monthly activities.

- Describe the types of reports and KPIs that may be accessed/used in support of the Demand Planner.

Who should attend

- Demand Planner

- Industrial Specialist

- Weapon Systems Support Manager

- Director of Customer Operations

- Chief of Customer Facing Division

- Supervisor of Customer Support Module (CSM) Cell

- Supervisor of CSM Cell Section

- CSM Cell Team Lead

- Supervisor of Item Planning Team

- Item Planning Team Lead

- Director/Deputy Director of Customer Advocacy

- Chief of Weapons Systems Support Branch

- Weapon Systems Support Team Lead

- Business Process Analyst—Planning

- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304, PL 305, EBS 201, EBS 203
Maximum number of course participants: 15
Course manager: John Ramos

Delivery method: Instructor-led, Web-based

SP 401—Supply Planner

Course length: 8 days
Course number: SP 401
Continuing Education Units: 6.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Supply Planner. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the Supply Planning process.
- Describe the key business concepts from JDA and how they relate to the Supply Planning process.
- Demonstrate how to navigate through JDA and SAP.
- List and describe the three elements required to generate a Time Phased Inventory Plan (TPIP).
- Define the steps involved in creating and deploying the TPIP.
- Analyze the TPIP results.
- Describe and perform the Supply Planner's tasks.
- View and manage exceptions in JDA.
- List the Supply Planning Reports.

Who should attend

- Supply Planner
- Industrial Specialist
- Director/Deputy Director of Supplier Operations
- Chief of Supplier Operations Division
- Supervisor of Supplier Operations Branch
- Supervisor of Integrated Supplier Team (IST)
- IST Section Supervisor
- IST Section Team Lead
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Manager (SRM) Division
- Business Process Analyst—Planning
- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304, PL 306, EBS 201, EBS 203, EBS 204
Maximum number of course participants: 15
Course manager: Christine French-Jones

Delivery method: Instructor-led, Web-based

SP 404—Stock Positioning Specialist

Course length: 2 days
Course number: SP 404
Continuing Education Units: 1.6

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Stock Positioning Specialist. This course provides hands-on experience with the EBS JDA software application.

Course objectives

- Describe the supply planning process.

- Describe the key business concepts from JDA and how they relate to the supply planning process.

- Demonstrate how to navigate through JDA and SAP.

- List and describe the three elements required to generate a Time Phased Inventory Plan (TPIP).

- Describe and perform the Stock Positioning Specialist's tasks.

- List the reports used by the Stock Positioning Specialist.

Who should attend

- Stock Positioning Specialist
- Business Process Analyst—Planning
- Site Program Manager (PM) Lead—Planning

Prerequisite: EBS 102, PL 304, PL 306, EBS 201, EBS 203
Maximum number of course participants: 15
Course manager: Christine French-Jones

Delivery method: Instructor-led, Web-based

PR 401—Acquisition Specialist

Course length: 4 days
Course number: PR 401
Continuing Education Units: 3.2

Description
The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Acquisition Specialist. This course provides hands-on experience with the Defense Preaward Contracting System (DPACS) and EBS SAP software applications.

Course objectives
- Explain the Acquisition Specialist touchpoints.
- Describe the Procurement process flows.
- Describe Workload Management with EBS.
- Identify the Procurement EBS Reports.
- Describe the Preaward process.
- Explain the Long-Term Contract (LTC) process.
- Describe the Postaward process.
- Describe the Procurement workflows.

Who should attend
- Acquisition Specialist
- Acquisition Support Technician
- Supervisor of Integrated Supplier Team
- Chief of Supplier Support Division
- Business Process Analyst—Procurement
- Site Program Manager (PM) Lead—Procurement

Prerequisite: EBS 102, PR 301, EBS 201, EBS 204
Maximum number of course participants: 15
Course manager: Mary Richardson

Delivery method: Instructor-led, Web-based

RP 401—EBS Real Estate Management

Course length: 3 days
Course number: RP 401

Description

The purpose of this course is to explain an overview of the roles, activities and terminology associated with Real Estate Management within the EBS. This course provides a hands-on experience with the building, displaying and reporting of real estate contracts, real estate master data and the disposal process of real property within EBS and the SAP software application.

Course objectives

- Describe key business concepts and characteristics within the Real Estate module.

- Define terminology as it relates to the Real Estate module.

- Describe the Real Estate roles and responsibilities.

- Explain the Real Estate Hierarchy and Real Property Master Data elements.

- Execute transactions and business processes related to Real Estate.

- Identify and explain key Real Estate Management business reports.

Who should attend

- Real Property Officers
- Accountable Property Officers
- Project Managers
- Financial Services Analyst

Prerequisite: EBS 102, EBS 201, RP 301, FI 301, BI 201
Maximum number of course participants: 15
Course manager: Nancy Wade

Delivery method: Instructor-led, Web-based

RP 402—EBS Project Management

Course length: 3 days
Course number: RP 402

Description

The purpose of this course is to define the Project Management process in the EBS Project Management creates projects to capture costs and details of new construction, improvements, repairs or maintenance and renovations performed on Real Property. This course explains the terminology, roles and activities associated with Project Management. It provides a hands-on experience within EBS and the SAP software application, associating Real Property projects with their funding and financial documents.

Course objectives

- Describe the end-to-end life cycle of a Real Property Project in EBS.
- Identify the different types of projects and explain the different steps to take in EBS.
- Identify key touchpoints within the Project Management sub-process.
- Define key terminology related to the Project Management sub-process.
- Utilize different reports to manage Real Property Projects.

Who should attend

- Project Managers
- Superviewers
- Business Process Analysts—RP
- Real Property Officers
- Accountable Property Officers
- Installation Support Receivers
- Business Analysts

Prerequisite: EBS 102, EBS 201, RP 301,FI 301, BI 201 and RP 401
Maximum number of course participants: 15
Course manager: Nancy Wade

Delivery method: Instructor-led, Web-based

TQ 401—Technical and Quality Overview

Course length: 4 days
Course number: TQ 401
Continuing Education Units: 3.2

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by specialists working in the Technical and Quality process area. This course provides hands-on experience with the EBS SAP software application.

Course objectives

- Identify the responsibilities currently aligned to each of Technical and Quality's six jobs.
- Identify the responsibilities currently aligned to the three Kitting jobs.
- Define the SAP Business Workplace.
- Explain SAP Workflow.
- Explain the Material Master.
- Display Material Master Data and change history.
- Define SIMI notes.
- Define Special Emphasis Sheet Internal Comments.
- Display an Approved Manufacturer Parts List.
- Explain the Document Management System.
- Find and display documents.
- Display Quality Notifications.
- Display Vendor Master Data and Purchase Requisitions.
- Display Stock Overviews and Sales Orders.
- Display Purchase Orders.
- Display TQ Reports.

Who should attend

- Industrial Specialist
- Product Specialist
- Packaging Specialist
- Test Coordinator
- Lab Specialist
- Technical Quality Non-Core Ancillary User
- Technical Quality Material Master Super Viewer
- Supervisor of Integrated Supplier Team
- Chief of Supplier Support Division
- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division
- Supervisory Product Specialist
- Business Process Analyst—Technical Quality
- Site Program Manager (PM) Lead—Technical Quality

Prerequisite: EBS 102, TQ 301, EBS 201
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 402—Product Specialist

Course length: 5 days
Course number: TQ 402
Continuing Education Units: 4.0

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Product Specialist. This course provides hands-on experience with the EBS SAP software application.

Course objectives

- Maintain the Material Master.

- Create and delink documents using the Document Management System.

- Process Quality Notifications and display Inspection Plans.

- Display, record, and change Usage Decisions.

- Perform Bill of Material maintenance for kitted items.

- Access and process work items using SAP Business Workplace.

- Navigate DLA Preaward Contracting System (DPACS).

Who should attend

- Financial Analyst

- Product Specialist

- Supervisor of Integrated Supplier Team (IST)

- Chief of Strategic Material Sourcing Group (SMSG)/Supplier Relationship Management (SRM) Division

- Supervisory Product Specialist

- Business Process Analyst—Technical Quality

- Site Program Manager (PM) Lead—Technical Quality

Prerequisite: EBS 102, TQ 301, EBS 201, TQ 401
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 403—Packaging Specialist

Course length: 3 days
Course number: TQ 403
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Packaging Specialist. This course provides hands-on experience with the EBS SAP software application. Product Specialists who perform packaging duties are also required to take this course.

Course objectives

- Define the roles and responsibilities assigned to a Packaging Specialist.

- Work in the SAP Business Workplace.

- Perform Packaging Specialist duties in an SAP environment.

- Update packaging requirements in the Material Master.

- Assign the Packaging Template to material.

- Request the creation of new Packaging Templates.

- Create Supplemental Instructions and assign Standard Text Objects to materials.

- Process Quality Notifications.

Who should attend

- Packaging Specialist

- Supervisor of Integrated Supplier Team (IST)

- Business Process Analyst—Technical Quality

- Site Program Manager (PM) Lead—Technical Quality

Prerequisite: EBS 102, TQ 301, EBS 201, TQ 401
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 404—Test Coordinator/Lab Specialist

Course length: 2 days
Course number: TQ 404
Continuing Education Units: 1.6

Description
The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Test Coordinator and Lab Specialist. This course provides hands-on experience with the EBS SAP software application.

Course objectives
- Create, change, and display the ZT Quality Notification.
- Create, change, and display Master Inspection Characteristics.
- Create, change, and display Inspection Plans.
- Create, change, and display Inspection Lots.
- Add exception data to Inspection Lots.
- Enter and display test results.
- Make the usage decision.

Who should attend
- Test Coordinator
- Lab Specialist
- Supervisor of Integrated Supplier Team
- Business Process Analyst—Technical Quality
- Site PM Lead—Technical Quality

Prerequisite: EBS 102, TQ 301, EBS 201, TQ 401
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 405—Kitting Specialist

Course length: 3 days
Course number: TQ 405
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Kitting Specialist. This course provides hands-on experience with the EBS SAP software application.

Course objectives

- Explain the three Kitting jobs.
- Define touchpoints for each of the three Kitting jobs.
- Display kitting relevant information from the Material Master, Customer Master, Procurement process, and Stock Overview.
- Create, change, display, and delete Bills of Materials.
- Explain the Made to Stock process.
- Explain the Made to Order process.

Who should attend

- Kitting Specialist
- Supervisor of Integrated Supplier Team
- Business Process Analyst—Technical Quality
- Site PM Lead—Technical Quality
- Planning Data Maintainer
- Demand Planner
- Supply Planner
- Stock Positioning Specialist

Prerequisite: EBS 102, TQ 301, EBS 201, EBS 203, PL 304, PL 306, TQ 401, BI 201
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 406—Product Data Specialist

Course length: 3 days
Course number: TQ 406
Continuing Education Units: 2.4

Description

The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Product Data Specialist (PDS). This course provides hands-on experience with the EBS SAP software application.

Course objectives

- Manage PDS Release Strategy Workflow in SAP Business Workplace.
- Explain 339, Mylar, Classified Data, Out for Document, and Rights Challenge processes.
- Explain Workflow, Material Document, and Document Statuses.
- Explain the Item Introduction process for Supply Support Request (SSR) and Logistics Reassignment (LR).
- Create new documents and new versions of existing documents into Document Management System (DMS).
- Display and change the Material Master information relevant to the Product Data Specialist.
- Build and validate Bidsets in the DMS.
- Explain the proactive work concept.
- Explain the reasons for requesting engineering support.
- Create 339 requests and close 339 responses.
- Explain the Document Distribution process and Vendor Access to data.
- Search and display cFolders.

Who should attend

- Product Data Specialist
- Supervisor of Integrated Supplier Team
- Business Process Analyst—Technical Quality
- Site Program Manager (PM) Lead—Technical Quality

Prerequisite: EBS 102, PDMI 100, TQ 301, EBS 201, TQ 401
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

TQ 407—Scan Operator

Course length: 1 day
Course number: TQ 407
Continuing Education Units: 0.8

Description
The purpose of this course is to explain the associated roles, activities, and tasks which are performed by the Scan Operator. This course provides hands-on experience with the SAP software application.

Course objectives
- Explain the Item Introduction process.
- Explain the Document Management System (DMS).
- Create preliminary documents in DMS.
- Attach soft copy files to document.
- Link documents to the material, the Supply Support Request (SSR) or Logistics Reassignment (LR).

Who should attend
- Product Data Specialist
- Supervisor of Integrated Supplier Team
- Business Process Analyst—Technical Quality
- Site PM Lead—Technical Quality

Prerequisite: EBS 102, PDMI 100, TQ 301, EBS 201, TQ 401
Maximum number of course participants: 15
Course manager: Jamie Morgan

Delivery method: Instructor-led, Web-based

EBS 451—Supervisor Training (Introduction)

Course length: 1 day
Course number: EBS 451
Continuing Education Units: 0.8

Description
The purpose of this course is to provide EBS Supervisors with the information and tools required to manage their teams under the EBS model, and to cultivate a customer-oriented work environment. The course is developed around the specific needs of EBS Supervisors who are entering/ working in the EBS business environment, with content relevant to functional Business Process Analysts.

Course objectives
- Explain EBS organizational concepts.
- Explain workflow management.
- Apply knowledge of performance measures in managing the DLA supply chains, including the use of performance measures in the Sales and Operations Planning (S&OP) process.
- Utilize management support resources.
- Visualize the road ahead.
- Explain approach for building job competency through knowledge sharing.

Who should attend
- EBS Supervisors
- Functional Business Analysts

Prerequisite: EBS 102, EBS 201, BI 201, EBS 200, EBS 300, and EBS 400 Level courses applicable to the participant's area(s)
Maximum number of course participants: 15
Course manager: Gary Fidler

Delivery method: Instructor-led, Web-based

EBS 551—Supervisor Training (Advanced)

Course length: 16 hours over a 3-day period
Course number: EBS 551
Continuing Education Units: 1.6

Description
The purpose of this course is to strengthen the Supervisors' understanding of EBS processes and systems, once they have had several months of EBS operational experience. The course is developed around the specific needs of EBS Supervisors with content relevant to functional Business Process Analysts.

Course objectives
- Discuss key concepts from EBS 451, as related to organization structure, workflow management, performance management, and management resources.

- Analyze a business problem using case studies and root cause analysis techniques.

- Analyze EBS performance results based on relationships between Key Performance Indicators (KPI), metrics, and business events.

- Utilize issue resolution and solution development techniques in a team environment to present findings and recommendations.

Who should attend
- EBS Supervisors
- Functional Business Analysts

Prerequisite: EBS 102, EBS 201, BI 201, EBS 200, 300, and 400 Level courses applicable to the participant's area(s), EBS 451
Maximum number of course participants: 15
Course manager: Gary Fidler

Delivery method: Instructor-led, Web-based