

# IFS Academy Customer training



# What is IFS Academy

IFS Academy is the official educational resource on IFS solution functionality, architecture and implementation.

IFS solutions are proven to deliver outstanding business value. The IFS Academy training and enablement programs are designed to provide you with the knowledge and skills required to fully capitalize on this business value.

Our programs are targeted towards functional consultants, developers and technicians. These individuals are typically found in our customers project teams, application management teams or at the interface between application management and users.

This overview features the most important and most requested courses.

If you do not find what you need, please get in touch with us and we will be happy to point you towards the right course or develop a customized program specifically for your requirements.

## Why enroll with IFS Academy?

Participating in ongoing education through IFS Academy can help you:

- Realize more value from IFS by starting to use features, functions and capabilities you already have access to
- Quick return on investment by compressing what would have been a gradual progression towards mastery to mere hours
- On-board new employees quickly and efficiently
- Establish yourself as an expert on your company's software environment

## Get started

If you are an existing IFS customer go to <https://ifs-customers.sabacloud.com/> to sign up!

# Contents

Pick your role

Enterprise Resource Planning

Service Management



Enterprise Resource Planning (ERP)

# Financials Consultant

IFS Cloud Essentials

General Ledger

Accounts Payable

Accounts Receivable



Enterprise Resource Planning (ERP)

# Financials Consultant

IFS Cloud Essentials

General Ledger

Accounts Payable

Accounts Receivable



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Areas



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English

Enterprise Resource Planning (ERP)

# Financials Consultant

IFS Cloud Essentials

General Ledger

Accounts Payable

Accounts Receivable



## Pre-Requisites

### Knowledge:

Good understanding of accounting business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Company Creation
2. User Data
3. Chart of Accounts and Code String
4. Accounting Calendar
5. Currencies, Tax Codes and Payment Terms
6. Voucher types
7. Posting controls
8. Manual Vouchers
9. Update General Ledger
10. General Ledger Analysis



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Financials Consultant

IFS Cloud Essentials

General Ledger

Accounts Payable

Accounts Receivable



## Pre-Requisites

### Knowledge:

Good understanding of accounting business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena and General Ledger



## Duration

20 hours /  
5 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. Overview Accounts Payable and Supplier Invoicing
2. Basic Data for Supplier Invoicing
3. Invoice Types
4. Processing an Invoice
5. Supplier Debit/Credit notes
6. Supplier Advance invoicing
7. Posting Proposals
8. Authorizing Supplier Invoice
9. Invoice Cancellation
10. Supplier Payment
11. Accounts Payable Follow Up & Analysis



Enterprise Resource Planning (ERP)

# Financials Consultant

IFS Cloud Essentials

General Ledger

Accounts Payable

Accounts Receivable



## Pre-Requisites

### Knowledge:

Good understanding of accounting business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena and General Ledger



## Lessons

1. Overview Accounts Receivable
2. Basic Data for Accounts Receivable
3. Instant Invoicing
4. Customer Payment
5. Customer Offset and Netting
6. Bad Debt Management
7. Customer Credit Management
8. Accounts Receivable and Follow up Analysis



## Duration

12 hours /  
3 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Supply Chain Consultant

IFS Cloud Essentials

Inventory Replenishment

SRM & Procurement

Sales Order





Enterprise Resource Planning (ERP)

# Supply Chain Consultant

IFS Cloud Essentials

Inventory Replenishment

SRM & Procurement

Sales Order



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Area



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English

Enterprise Resource Planning (ERP)

# Supply Chain Consultant

IFS Cloud Essentials

Inventory Replenishment

SRM & Procurement

Sales Order



## Pre-Requisites

### Knowledge:

Good understanding of inventory business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena



## Duration

16 hours /  
4 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. Inventory Process Flow
2. Part and Part Structure
3. Warehouse Structure
4. Remote Warehouse
5. Inventory Transactions
6. Goods Receipt and Quality Inspection
7. Additional Basic Data and Requirements
8. Stock Deviation
9. Serial Tracking and Condition Codes
10. Internal Requirements
11. Counting
12. Replenishment
13. Inventory Transactions and Reports
14. Inventory Valuation

Enterprise Resource Planning (ERP)

# Supply Chain Consultant

IFS Cloud Essentials

Inventory Replenishment

SRM & Procurement

Sales Order



## Pre-Requisites

### Knowledge:

Good understanding of procurement business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Procurement process flow
2. Basic Data for Procurement
3. Purchase Requisitions
4. Supplier Quotations
5. Purchase Orders
6. Change Management
7. Sub-Contracting
8. Authorizations
9. Goods receipt and quality inspection
10. Price Management
11. Supply Chain matrix
12. Reports/Printouts
13. SRM Introduction
14. SRM basic data setup
15. Create prospective suppliers
16. Insert SRM info for a supplier
17. Promote prospect to a Supplier
18. Introduction to Business Activities
19. Create business activities
20. Business mail



## Duration

16 hours /  
4 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Supply Chain Consultant

IFS Cloud Essentials

Inventory Replenishment

SRM & Procurement

Sales Order



## Pre-Requisites

### Knowledge:

Good understanding of Sales business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Customer
2. Sales Parts
3. Price Management
4. Customer Order Flow
5. Sales Quotations
6. Creating Customer Orders
7. Managing Reservations
8. Handle Picking
9. Handle Delivery
10. Customer Invoicing
11. Additional Functionality
12. Shipments
13. Handling Shipments
14. Shipment Invoices
15. Customer Returns
16. Managing Returns
17. Credit & Correction Invoices



## Duration

20 hours /  
5 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Areas



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English

Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



## Pre-Requisites

### Knowledge:

Good understanding of manufacturing business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena



## Lessons

1. Introduction, getting acquainted
2. Process Flows
3. Manufacturing Standards
4. Routing
5. Manufacturing Structures
6. Work Guidelines
7. Create and Maintain Shop Orders
8. Handle Shop Orders
9. Merge and Split Shop Orders
10. Introduction to Shop Order Cost and Analysis



## Duration

12 hours /  
3 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



## Pre-Requisites

### Knowledge:

Good understanding of financial and manufacturing business processes

### Training courses:

IFS Cloud Essentials, Using IFS Arena



## Lessons

1. Overview Costing
2. Costing Basic Data
3. Inventory Valuation
4. Product Costing
5. Cost Calculation and Maintain Cost Data
6. Analyze Cost Calculation



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



## Pre-Requisites

### Knowledge:

Good understanding of manufacturing business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena



## Lessons

1. Introduction in Shop Floor Reporting
2. Basic Data setup
3. Routings
4. Shop Floor Workbench
5. Time Clock
6. Start & Stop Operations
7. Report Operations
8. Indirect Operations
9. Additional functionalities
10. Analyze and edit Reported Data
11. Authorization of Reportings



## Duration

4 hours /  
1 day /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Manufacturing Consultant

IFS Cloud Essentials

Discrete Manufacturing

Costing

Shop Floor Reporting

Material & Resource Planning



## Pre-Requisites

### Knowledge:

Good understanding of manufacturing business processes, manufacturing scheduling and planning business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena



## Lessons

1. Understanding MRP
2. Setting Up MRP
3. MRP Execution and Analyzing Results
4. Capacity Requirements Planning (CRP)



## Duration

12 hours /  
3 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Projects Consultant

IFS Cloud Essentials

Project Management

Project Reporting

Project Budgeting & Forecasting





Enterprise Resource Planning (ERP)

# Projects Consultant

IFS Cloud Essentials

Project Management

Project Reporting

Project Budgeting & Forecasting



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Areas



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English

Enterprise Resource Planning (ERP)

# Projects Consultant

IFS Cloud Essentials

Project Management

Project Reporting

Project Budgeting & Forecasting



## Pre-Requisites

### Knowledge:

Good understanding of project management business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aurena



## Duration

16 hours /  
4 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. Introduction to Project Management
2. Initiate Project
3. Establish Project Plan
4. Plan and Assign Project Resources
5. Define Project Deliverables
6. Approve Project
7. Manually Connect Object to Activities
8. Execute Project Misc. Demands
9. Execute Activity
10. Complete and Close a Project
11. Additional Project Functionality
12. Added Project Planning Capabilities
13. Project Cost / Revenue Elements
14. Advanced Topics in Project Resources
15. Project Deliverables and Quotation Lists
16. Planned Netting Groups and Project MRP
17. Project Analysis

Enterprise Resource Planning (ERP)

# Projects Consultant

IFS Cloud Essentials

Project Management

Project Reporting

Project Budgeting & Forecasting



## Pre-Requisites

### Knowledge:

Good understanding of project management business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Introduction to Project Reporting
2. Project Reporting Setup – Report Codes
3. Project Reporting Setup – Pricing
4. Project Reporting Setup – Overheads
5. Report Project Time and Cost
6. Project Cost Accounting and Invoicing
7. Analyze Project Reporting
8. Multi-Company Project Reporting
9. Project Reporting for Contractors
10. Advanced Topics in Project Reporting



## Duration

12 hours /  
3 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Projects Consultant

IFS Cloud Essentials

Project Management

Project Reporting

Project Budgeting & Forecasting



## Pre-Requisites

### Knowledge:

Good understanding of project management business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. Introduction to Project Budgeting and Forecasting
2. Create Project Budget
3. Develop Project Budget
4. Approve Project Budget
5. Enable/Create Budget Control Rules
6. Approve and Execute Project
7. Create Project Forecast
8. Develop Project Forecast
9. Approve Project Forecast
10. Forecast Analysis
11. Cost Breakdown Structures
12. Multiple Currencies
13. Resource Forecasting
14. Forecasting by Code Part Values



Enterprise Resource Planning (ERP)

# Asset Management Consultant

IFS Cloud Essentials

Equipment

Work Order

Preventative Maintenance



Enterprise Resource Planning (ERP)

# Asset Management Consultant

IFS Cloud Essentials

Equipment

Work Order

Preventative Maintenance



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Areas



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English

Enterprise Resource Planning (ERP)

# Asset Management Consultant

IFS Cloud Essentials

Equipment

Work Order

Preventative Maintenance



## Pre-Requisites

### Knowledge:

Good understanding of maintenance business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Overview Equipment Administration
2. General Equipment Objects
3. Serial Objects
4. Additional Object Information
5. Equipment Structure
6. Equipment and Personal Safety Management



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Asset Management Consultant

IFS Cloud Essentials

Equipment

Work Order

Preventative Maintenance



## Pre-Requisites

### Knowledge:

Good understanding of maintenance business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Review Equipment Administration and Personal Safety
2. Overview Work Orders/Work Tasks
3. Work Request and Service Quotation
4. Work Order Preparation and Planning
5. Work Order Reporting
6. Transfer and Conclude Service Orders



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Asset Management Consultant

IFS Cloud Essentials

Equipment

Work Order

Preventative Maintenance



## Pre-Requisites

### Knowledge:

Good understanding of maintenance business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Introduction: Overview and Review previous courses
2. Work Task Templates and PM Programs
3. PM Action
4. PM Administration



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Human Capital Management Consultant

IFS Cloud Essentials

Employee & Organization Management

Time And Attendance

Employee & Manager Self-Service



Enterprise Resource Planning (ERP)

# Human Capital Management Consultant

IFS Cloud Essentials

Employee & Organization Management

Time And Attendance

Employee & Manager Self-Service



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of web clients, use of ERP software in general, high-level knowledge of the main business processes.



## Lessons

1. Introduction to IFS
2. Tools and Technology
3. Product Knowledge Basics
4. General Settings
5. IFS Functional Areas



## Duration

10 hours



## Delivery

Self-paced eLearning



## Language

English



Enterprise Resource Planning (ERP)

# Human Capital Management Consultant

IFS Cloud Essentials

Employee & Organization Management

Time And Attendance

Employee & Manager Self-Service



## Pre-Requisites

### Knowledge:

Good understanding of HR business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Overview HR process
2. Organization Management
3. Organization Structure Management
4. Position Jobs
5. Employee
6. HR Access
7. Access Setup
8. Wizards: Terminate Employment, Change Position/Job



## Duration

12 hours /  
3 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Human Capital Management Consultant

IFS Cloud Essentials

Employee & Organization Management

Time And Attendance

Employee & Manager Self-Service



## Pre-Requisites

### Knowledge:

Good understanding of HR business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Introduction and Overview HR Process
2. Wage Class and Wage Code
3. Work Schedules
4. Compensation Definitions
5. Employee Schedules and Rules
6. Employee Deviation Scheduling
7. Work Hour Rules
8. Employee Time Balances
9. Time Card - Day
10. Time Card - Week
11. Time Group Reporting
12. Time Management
13. Time Clock
14. Absence Management
15. Absence Reporting
16. Authorization
17. Query Time & Attendance



## Duration

20 hours /  
5 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Human Capital Management Consultant

IFS Cloud Essentials

Employee & Organization Management

Time And Attendance

Employee & Manager Self-Service



## Pre-Requisites

### Knowledge:

Good understanding of HR business processes

### Training courses:

IFS Cloud Essentials, Using IFS Aureka



## Lessons

1. Employee & Manager Self Service Overview
2. Time and Attendance – Self Service
3. Travel Request – Self Service
4. Expense Sheet – Self Service
5. Employee Payments - Self Service
6. Employee Info – Change Request



## Duration

4 hours /  
1 day /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Technical Consultant

Lobby Configuration

Custom Objects Configurations



Enterprise Resource Planning (ERP)

# Technical Consultant

Lobby Configuration

Custom Objects Configurations



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of Oracle Database.

### Training Courses:

Administration of IFS Cloud



## Lessons

1. IFS Lobby concept
2. Lobby data source designer
3. Lobby element designer
4. Lobby page designer
5. Lobby navigation guide
6. Managing Lobbies



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Technical Consultant

Lobby Configuration

Custom Objects Configurations



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of Oracle Database.



## Lessons

1. Introduction to the architecture of Custom objects
2. Demonstrate the creation of Custom objects, such as Custom attributes, Custom Entities, Custom Enumerations, and Custom Commands and Actions
3. Introduce Custom Events in IFS Cloud
4. Configure Custom Events in IFS Cloud
5. Introduction to the Navigator Designer
6. Managing Custom objects



## Duration

16 hours /  
4 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Developer

Base Server Development for  
Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development





Enterprise Resource Planning (ERP)

# Developer

Base Server Development for  
Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of the applicable business processes for their area of expertise. Industry experience is highly recommended. Finally, knowledge of Object-Oriented Design principles with SQL, and PLSQL is a must



## Lessons

1. Introduce IFS' component-based architecture
2. Introduce IFS' layered application architecture
3. Use IFS' proprietary tools to generate code from models
4. Manipulate metadata to change the behavior of the business logic
5. Examine the popular framework packages
6. Creating upgrade scripts



## Duration

20 hours /  
5 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

# Developer

Base Server Development for Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of the applicable business processes for their area of expertise. Industry experience is highly recommended.

Knowledge of Object-Oriented Design principles with SQL, PLSQL

Participants must be developers who have worked with the Base Server of IFS Cloud. The participants should also be familiar with the Layered Application Architecture and should have developed modifications using the Customization/Extension Layers.

Having basic knowledge regarding web technologies and web services is also considered supplementary.

### Training courses:

Base Server Development for Application Core



## Lessons

1. Introduction OData Protocol
2. Introduction to IFS Aurena Framework
3. Working with Projection Files
4. Working with Client Files
5. Creating and modifying elements, pages and working with the navigator
6. Working with Selectors and Adding LOV Functionality
7. Searching for your data in IFS Aurena
8. Manipulating CRUD operations
9. Introduction to Commands
10. Working with Dialogs and Assistants
11. Translations and Security in IFS Aurena
12. Layered Application development support in IFS Aurena



## Duration

32 hours /  
8 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Developer

Base Server Development for  
Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of the applicable business processes for their area of expertise. Industry experience is highly recommended.

Finally, knowledge of IFS Marble language and Object-Oriented Design principles with SQL, PLSQL, and JAVA languages is a must.

### Training courses:

Base Server Development for Applications Core, Middle Tier Development in IFS Application 10 or before (Optional), Setting up and Configuring Integrations in IFS Application 10 or before (Optional)



## Lessons

1. Introduction to IFS Middle Tier Architecture
2. Setup Development Environment
3. Modeling REST Services in IFS Cloud
4. Logging and Debugging Support
5. Advanced Topics Integration Development



## Duration

20 hours /  
5 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Developer

Base Server Development for Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of the applicable business processes for their area of expertise. Industry experience is highly recommended.

Finally, knowledge of Object-Oriented Design principles with SQL, PLSQL, and JAVA languages is a must.

### Training courses:

Base Server Development for Application Core

Integration API Development – IFS Cloud

Middle Tier Development in IFS Applications 10 or before (Optional)

Setting up and Configuring Integrations in IFS Applications 10 or before (Optional)



## Lessons

1. Introduction to IFS Cloud and Integrations Architecture
2. Configuring Inbound and Outbound Messages
3. Message Transformation
4. Troubleshooting Integration Configurations



## Duration

12 hours /  
3 days /  
3–4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Developer

Base Server Development for  
Application Core

Aurena Development

Integration API Development

Integration Configurations

IFS Report Designer Development



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud. In addition, one must have a good understanding of the applicable business processes for their area of expertise. Industry experience is highly recommended. Finally, knowledge of Object-Oriented Design principles with SQL, and PLSQL is a must.

### Training courses:

Base Server Development for  
Application Core



## Lessons

1. Introduce the architecture of the reporting framework used by IFS Applications
2. Introduce the report generating logic
3. Demonstrate the techniques used to manipulate the report logic
4. Demonstrate the capabilities of the 'IFS Report Designer' tool



## Duration

16 hours /  
4 days,  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



Enterprise Resource Planning (ERP)

# Technician

Installation

Administration and Configuration





Enterprise Resource Planning (ERP)

# Technician

Installation

Administration and Configuration



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Cloud.

Knowledge on docker, kubernetes and a general understanding of container-based software architectures and container orchestration, will be advantageous. In addition, one must have a good understanding of Oracle Database.

### Knowledge:

IFS Cloud - Lifecycle Experience  
Overview - IFS Cloud 21R1.



## Lessons

1. IFS Cloud Architecture
2. Residency Options
3. Cloud Build Place for Technicians
4. Database Server Setup and Configuration
5. Infrastructure Provisioning for Remote Model
6. IFS Cloud Installer
7. Delivery Process
8. Monitoring and Troubleshooting Tips
9. Overview of Upgrade Process
10. Platform & Sizing Considerations



## Duration

16 hours /  
4 days,  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Enterprise Resource Planning (ERP)

# Technician

Installation

Administration and Configuration



## Pre-Requisites

### Knowledge:

One must be familiar with ERP software in general and the look & feel of IFS Applications.

- Good understanding on oracle database and containerized architecture will be an advantage.



## Lessons

1. Introduction to IFS Cloud Administration & Configuration Tools
2. User Administration & Configuration
3. Security Administration & Configuration
4. Personal Profiles
5. Oracle Administration
6. License Management
7. System Services Administration
8. Monitoring



## Duration

8 hours /  
2 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Service Management

# FSM Consultant

IFS FSM 6.0 Essentials

IFS FSM 6.0 Specialist





Service Management

# FSM Consultant

IFS FSM 6.0 Essentials

IFS FSM 6.0 Specialist



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of Windows programs, use of business software in general, basic knowledge of Service Operations business processes.



## Lessons

1. Introduction to IFS FSM
2. FSM Application overview
3. FSM Components & Introduction to Core Entities
4. Setting up Core Entities
5. Service Process
6. Reverse Logistics and Depot Repair
7. Logistics and Inventory Management
8. Contracts & Financial Management
9. Business Rules
10. FSM Mobile



## Duration

30 hours



## Delivery

Self-paced eLearning



## Language

English



Service Management

# FSM Consultant

IFS FSM 6.0 Essentials

IFS FSM 6.0 Specialist



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of Windows programs, use of business software in general, good understanding of service business processes. Basic Understanding of FSM Application, Core Entities and Core Processes.

### Training courses:

IFS FSM Essentials



## Lessons

1. FSM Application Administration Process and Configuration
2. FSM Advanced Features
3. FSM Portals and Usage
4. Service Management Process
5. Warranty Management Process
6. FSM Mobile Application Overview
7. FSM - PSO Integration Overview
8. FSM Client Scripting



## Duration

40 hours /  
10 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Service Management

# FSM Developer

IFS FSM 6.0 Essentials

IFS FSM Customization and  
Configurations

IFS FSM Mobile Customization  
and Configurations

IFS FSM Integrations



Service Management

# FSM Developer

IFS FSM 6.0 Essentials

IFS FSM Customization and Configurations

IFS FSM Mobile Customization and Configurations

IFS FSM Integrations



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of Windows programs, use of business software in general, basic knowledge of Service Operations business processes.



## Lessons

1. Introduction to IFS FSM
2. FSM Application overview
3. FSM Components & Introduction to Core Entities
4. Setting up Core Entities
5. Service Process
6. Reverse Logistics and Depart Repair
7. Logistics and Inventory Management
8. Contracts & Financial Management
9. Business Rules
10. FSM Mobile



## Duration

30 hours



## Delivery

Self-paced eLearning



## Language

English



Service Management

# FSM Developer

IFS FSM 6.0 Essentials

IFS FSM Customization and Configurations

IFS FSM Mobile Customization and Configurations

IFS FSM Integrations



## Pre-Requisites

### Knowledge:

Good understanding of service business processes in FSM.  
Good Understanding and work proficiency in C# .NET using Visual Studio, SQL, SQL Server Management Studio and Object Oriented design principles.

### Training courses:

IFS FSM Essentials is Mandatory and IFS FSM Specialist is recommended but not mandatory.



## Duration

32 hours /  
8 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. FSM Configuration:
  - Configuration Overview
  - Configuration Architecture
  - Application Parameters
  - Handle Localization
  - User Interface Design Overview
  - FSM Metadata and how to customize
  - FSM Internal Message Structure and usage
  - Configure the custom business flow (Business Rule)
  - FSM Studio Menu features
2. Server Customization
  - Modeling Server customization using Entities and Policies
  - Modeling MPM in App Server and its usage.
  - Debug server customization
3. Client Customization
  - User Interface Design
  - Code level Customization in the Smart client and usage
  - Debug Client customization
  - Screen Navigation
  - Utilization of MPM in Clients



Service Management

# FSM Developer

IFS FSM 6.0 Essentials

IFS FSM Customization and Configurations

IFS FSM Mobile Customization and Configurations

IFS FSM Integrations



## Pre-Requisites

### Knowledge:

Good understanding of service business processes in FSM.  
Good Understanding and work proficiency in Android Studio and Android File structure.

### Training courses:

IFS FSM Essentials is Mandatory



## Duration

32 hours /  
8 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English



## Lessons

1. FSM Mobile Configuration:
  - FSM Mobile Introduction and Overview
  - Data Setup and Installation of the Mobile client
  - Architectural Overview of FSM Design
  - App Parameters
  - Mobile Sync Rules
  - Mobile Designer
  - Handling Localization
  - Error and Validation
2. FSM Mobile Customization
  - FSM Client Scripting
  - Codeless Screen configuration (Android/ IOS/ Windows)
  - Customize the Mobile code using Android Studio
  - Debug Mobile Source code (Code Debug, using Logcat)
  - Android App release process
  - ABM Process

Service Management

# FSM Developer

IFS FSM 6.0 Essentials

IFS FSM Customization and Configurations

IFS FSM Mobile Customization and Configurations

IFS FSM Integrations



## Pre-Requisites

### Knowledge:

Good Understanding of service business processes in FSM, Core entities and core processors.  
Good Understanding and work proficiency in XML, C# .NET using Visual Studio, SQL, SQL Server Management Studio and Object Oriented Design Principles

### Training courses:

IFS FSM Essentials is Mandatory and IFS FSM Specialist is recommended but not mandatory.



## Lessons

1. FSM Integration Introduction and Overview
2. Outbound integration overview and how to configure & customize an outbound message
3. Inbound integration Overview and how to configure & customize an inbound message
4. Integration Monitor Service



## Duration

24 hours /  
6 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

Service Management

# PSO Consultant

IFS PSO 6.0 Essentials

IFS PSO 6.0 Specialist





Service Management

# PSO Consultant

IFS PSO 6.0 Essentials

IFS PSO 6.0 Specialist



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of Windows programs, use of business software in general, basic knowledge of Service Operations business processes in relation with Resources Scheduling.



## Lessons

1. Introduction to PSO
2. PSO Concepts
3. PSO Scheduling Workbench Application
4. PSO Scheduling Scenarios
5. Configure PSO for Customer Requirements
6. PSO Architecture and Deployment
7. PSO Components
8. PSO Scheduling Functionalities
9. PSO Installation and Upgrade



## Duration

15 hours



## Delivery

Self-paced eLearning



## Language

English



Service Management

# PSO Consultant

IFS PSO 6.0 Essentials

IFS PSO 6.0 Specialist



## Pre-Requisites

### Knowledge:

Basic knowledge of the use of Windows programs, use of business software in general, basic knowledge of Service Operations business processes.

### Training courses:

IFS PSO Essentials



## Lessons

1. Advanced Resource Planner
2. Scheduling and Material management
3. PSO Appointment booking
4. PSO Travel Options
5. Scheduling Analysis and Troubleshooting



## Duration

32 hours /  
8 days /  
3-4 hours per day



## Delivery

Virtual Classroom



## Language

English

## About IFS

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations.

Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service™.

The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Our team of 4,500 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://ifs.com).

### #MomentOfService

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