



RapidResponse®

COURSE CATALOG

RapidResponse



About Kinaxis Knowledge Services

Knowledge Services empowers Kinaxis customers, partners and employees with the knowledge, skills and confidence to drive RapidResponse and supply chain management excellence. We are uniquely qualified experts, ensuring the right knowledge plans are in place and available at the right time.

Our programs leverage intellectual property and global domain expertise garnered from over 30 years developing supply chain planning solutions, enabling us to deliver a high-quality learning experience you won't get from third-party vendors. As a comprehensive knowledge partner, we differentiate through continuous and flexible learning, certification, and access to best practice and the right experts.

With a mandate to harness deep expertise across Kinaxis customers, partners and employees, we will continue to develop innovative knowledge strategies and programs designed to improve product adoption, connect communities, and accelerate value for all stakeholders.

For questions regarding Knowledge Services programs and products, please contact us at knowledge@kinaxis.com.

**Knowledge Services
empowers Kinaxis
customers, partners
and employees with
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and confidence to
drive RapidResponse
and supply chain
management excellence.**

Kinaxis Learning Programs



Individual Subscription

Enjoy continuous learning with directed, role-based skill acquisition online through the Kinaxis Learning Center. This subscription provides basic to expert level product training tailored to each RapidResponse user role – Contributor, Author, Administrator and RapidResponse Expert. You'll get best-in-class training just in time with continuous access to materials and hands-on labs. Get access to the right training on your schedule. [Learn more.](#)



Enterprise Learning Subscription

Establishing RapidResponse knowledge across your organization is the best way to improve the time to value and rate of adoption for your entire user community. The Enterprise Learning Subscription is a scalable role-based program designed for all your RapidResponse users. The subscription also features a learning expert dedicated to your organization. Realize RapidResponse's full potential by creating competent business users and building a center of excellence to promote and support effective use of the tool across your user ecosystem. [Learn more.](#)



Virtual Classroom

Expand your knowledge regardless of your physical location! Virtual Classroom is instructor-led hands-on learning in an interactive environment led by dedicated and certified learning consultants and delivered to individuals or teams. Expand your knowledge regardless of your physical location! Virtual Classroom is instructor-led hands-on learning in an interactive environment led by dedicated and certified learning consultants and delivered to individuals or teams. With this a la carte option you pick and pay for each course. [Learn more.](#)



Virtual Classroom Subscription

Virtual Classroom Subscription features the same interactive hands-on learning environment and unlimited access to scheduled courses as Virtual Classroom but in a subscription model to ensure value. Our robust calendar is available six months in advance, making it easy for you to map out learning paths weeks or even months ahead. [Learn more.](#)



Private Classroom

Make it personal! Private Classroom offers onsite or virtual instructor-led training tailored to your company's unique learning needs. We can customize learning and delivery that works best for your level of RapidResponse and supply chain maturity. We'll mix and match learning modules and personalize the agenda, learning content, use cases and exercises in a way that's most relevant to your company. If purchased as a subscription, Private Classroom duration is coterminous with the software license. [Learn more.](#)

RapidResponse Learning Subscriptions

Kinaxis Learning Subscriptions offer exceptional value for your training budget. With your subscription, take advantage of unlimited access to self-paced courses designed by the experts. Deepen and reinforce your learning through practical hands-on labs and Ask the Expert sessions. Upon course completions, earn valuable Kinaxis certification vouchers and validate your RapidResponse® skills through our certification program.

RapidResponse Learning Subscriptions in two steps!

1. First, choose your RapidResponse role | [Learn More](#)

RapidResponse training is organized by role. Each role has a training path to guide you through the recommended courses for that role.

2. Then, choose the type of subscription you'd like:

- **Individual Learning Subscription** | [Download Brochure](#)

Experience continuous learning in two ways – through 24/7 self-paced access to all standard courses via our Kinaxis Learning Center and by registering for unlimited virtual instructor-led training on our public training schedule. This subscription provides basic to expert level product training tailored to each RapidResponse user role – Contributor, Author, Administrator and RapidResponse Expert.

- **Enterprise Learning Subscription** | [Download Brochure](#)

Improve the time to value and rate of adoption for your entire user community. The Enterprise Learning Subscription is a scalable role-based program designed for all your RapidResponse users. The subscription includes a learning expert dedicated to your organization who will work with you to drive the most value from your investment.

- **Virtual Classroom Subscription** | [Download Brochure](#)

Enjoy instructor-led hands-on learning in an interactive environment led by dedicated and certified learning consultants. During the length of our subscription, you have access to unlimited virtual classroom courses. The robust classroom calendar is available six months in advance, making it easy to map out learning paths months ahead.

Kinaxis Certification

Kinaxis Certification Program Framework

The Kinaxis Certification Program consists of general paths aimed at RapidResponse Administrators, Authors, and Contributors. Each path consists of different levels of certification, allowing participants to delve deeper and advance their knowledge in tandem with their skill set.

[Visit our website](#) to learn more.

RapidResponse Contributor	RapidResponse Author	RapidResponse Administrator	
	<div>Certified RAPIDRESPONSE AUTHOR LEVEL 3</div>		LEVEL 3
	<div>Certified RAPIDRESPONSE AUTHOR LEVEL 2</div>	<div>Certified RAPIDRESPONSE ADMINISTRATOR LEVEL 2</div>	LEVEL 2
<div>Certified RAPIDRESPONSE CONTRIBUTOR LEVEL 1</div>	<div>Certified RAPIDRESPONSE AUTHOR LEVEL 1</div>	<div>Certified RAPIDRESPONSE ADMINISTRATOR LEVEL 1</div>	LEVEL 1



RapidResponse Roles

RapidResponse training is organized by role. Each role has a training path to guide you through the recommended courses for that role.



 **CONSUMER**

TRAINING PATHS

COURSES

Consumers view and interact with reports and dashboards in RapidResponse, and receive alerts to be notified when business conditions change. Anyone using RapidResponse should start with this introductory course.

Introduction to RapidResponse

Available as:  20 minutes

At the completion of this video series, participants can:

- ▶ Identify key benefits of using RapidResponse to improve their supply chain management processes
- ▶ View and interact with data and resources in RapidResponse
- ▶ Simulate business scenarios and test possible solutions using scenarios
- ▶ Create and receive alerts that notify them when certain business conditions change
- ▶ Participate in collaborations with other RapidResponse users to effectively resolve issues



Instructor-Led



Self-Paced



Video

 Mandatory

 Optional

Introduction to RapidResponse

This video series introduces new users to the concepts and functions that they need to understand to work effectively in RapidResponse.

First, introductory videos provide an overview and demonstration of RapidResponse. They highlight how RapidResponse revolutionizes supply chain planning, providing solutions where traditional supply chain management approaches fail. Then, a series of featured skill videos prepare new users to start working in RapidResponse. These skills include signing in, navigating and customizing the RapidResponse environment, finding and understanding reports and other resources, and exporting and printing data. Tools for communication, collaboration, and simulation are also introduced.

This course provides a foundation for all users to build on as they acquire whatever specialized RapidResponse skills they need, and it is a prerequisite for all other RapidResponse training.

This course is available free of charge on the [Knowledge Network](#).

Course Type and Duration



Video | 20+ minutes



Prerequisites

- None

You'll learn how to:

- ▶ Identify key benefits of using RapidResponse to improve their supply chain management processes
- ▶ View and interact with data and resources in RapidResponse
- ▶ Simulate business scenarios and test possible solutions using scenarios
- ▶ Create and receive alerts that notify them when certain business conditions change
- ▶ Participate in collaborations with other RapidResponse users to effectively resolve issues



+ CONTRIBUTOR

TRAINING PATHS

COURSES

■ **Other Applications**

CONTRIBUTOR TRAINING PATHS

Contributors perform what-if analyses to simulate various business outcomes and initiate collaborations to solve business problems in RapidResponse. The topics covered in the course for contributors cover the core functionality of RapidResponse.



At the completion of this video series, participants can:

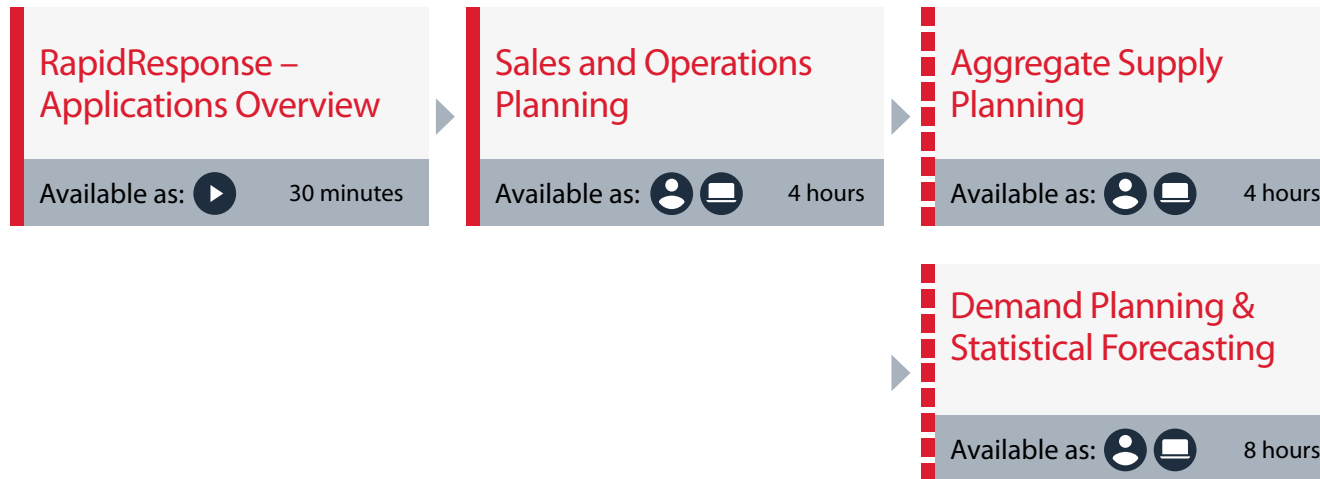
- ▶ View and interact with reports and dashboards in RapidResponse
- ▶ Create and receive alerts to be notified when business conditions change
- ▶ Participate in collaborations within RapidResponse
- ▶ Use scenarios to perform what-if analyses
- ▶ Modify data using scenarios
- ▶ Update, commit and track changes in scenarios
- ▶ Manage personal scenarios in RapidResponse



CONTRIBUTOR + RAPIDRESPONSE APPLICATIONS TRAINING PATHS

Contributors can take the following additional courses on RapidResponse applications. Contributors should select these courses according to the RapidResponse applications they are using for their solution.

S&OP Applications



Prerequisites

- Consumer Course
- Contributor Course



Instructor-Led



Self-Paced



Video



Mandatory



Optional



CONTRIBUTOR + RAPIDRESPONSE APPLICATIONS TRAINING PATHS

Inventory Management Applications

RapidResponse –
Applications Overview

Available as:   30 minutes

Inventory Management

Available as:   4 hours

Inventory Planning and
Optimization

Available as:   4 hours

Distribution
Requirements Planning

Available as:   4 hours

Self-Healing Supply Chain

RapidResponse –
Applications Overview

Available as:   40 minutes

Self-Healing Supply
Chain - Contributor

Available as:  20 minutes



Prerequisites

- Consumer Course
- Contributor Course



Instructor-Led



Self-Paced



Video

Mandatory



Optional



CONTRIBUTOR + RAPIDRESPONSE APPLICATIONS TRAINING PATHS

Other Applications

RapidResponse –
Applications Overview

Available as:  30 minutes

Capacity Planning
(Constraints)

Available as:   4 hours

Order Fulfillment

Available as:   4 hours

Master Production
Scheduling

Available as:   4 hours



Prerequisites

- Consumer Course
- Contributor Course



Instructor-Led



Self-Paced



Video

Mandatory



Optional



CONTRIBUTOR COURSES

RapidResponse Fundamentals

This 1.5 day course provides a foundation for all users to build on as they acquire the specialized RapidResponse skills they need, and it is a prerequisite for all other RapidResponse Applications training. It builds on the Introduction to RapidResponse videos, providing a more in-depth look at the core capabilities of RapidResponse. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 1.5 days



or Self-paced



Prerequisites

- Introduction to RapidResponse

You'll learn how to:

- ▶ Create scenarios in order to assess the impact of changes before executing those changes
- ▶ Collaborate with colleagues and manage scenarios to track changes to data and to determine best solutions
- ▶ Monitor data using alerts to receive automatic notifications of data changes and create custom filters to view only the data you are interested in
- ▶ Perform complex editing in order to use scenarios in a variety of situations and to increase the opportunity for experimentation
- ▶ Implement perspectives to improve efficiency when performing repetitive or routine analysis



CONTRIBUTOR COURSES

Applications Overview

This video series provides a basis for all contributors to learn about the functional roles, processes, and activities associated with the different RapidResponse applications, as it builds on the core capabilities introduced in Working with Scenarios. This course is a prerequisite for all other application courses, as it provides an overview of RapidResponse applications, their benefits, and how they work together and on their own.

This course is available free of charge on the [Knowledge Network](#).

Course Type and Duration

 Video | 30 minutes



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**

You'll learn how to:

- ▶ Summarize the key differentiators of RapidResponse
- ▶ Name the RapidResponse applications and their associated capabilities and processes
- ▶ Identify the corresponding roles and responsibilities for each application
- ▶ Identify the key metrics and resources for each application
- ▶ Explain how the applications and their processes are interconnected



CONTRIBUTOR COURSES

Sales & Operations Planning

This course introduces the resources and tools to assist S&OP Process Owners and other contributors, such as Finance, Marketing, Sales, and Operations, in managing the S&OP process within the RapidResponse Sales and Operations Planning application. Students will learn how to apply the S&OP process, and how other related processes and activities fit into the overall S&OP process such as, demand planning, statistical forecasting, aggregate supply planning, capacity planning, and inventory management. Students learn through hands-on exercises and business-focused content.

This course is a prerequisite for **Aggregate Supply Planning** and **Demand Planning**.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**

You'll learn how to:

- ▶ Apply the RapidResponse sales and operations planning (S&OP) process
- ▶ Identify the RapidResponse Sales and Operations Planning application resources
- ▶ Understand the process and its activities
- ▶ Update the annual plan



CONTRIBUTOR COURSES

Aggregate Supply Planning

This course introduces the resources and tools to assist Supply Planners in creating and managing the supply plan at an aggregate level within the RapidResponse Aggregate Supply Planning application, as part of the sales and operations planning process. This course will show students how to address exceptions in the supply plan, resolve mismatches between the demand plan and the supply plan, and reallocate supply to address new supply commitments. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**
- **Sales & Operations Planning**

You'll learn how to:

- ▶ Review and evaluate supply plan shortages
- ▶ Collaborate on gating key components and constraints
- ▶ Identify and resolve supply plan excesses
- ▶ Finalize and publish the constrained supply plan



CONTRIBUTOR COURSES

Demand Planning & Statistical Forecasting

This course introduces the resources and tools to assist Demand Planners in creating statistical forecasts, maintaining forecast integrity, and facilitating the consensus demand planning process. They will learn how to modify and manage forecast items, as well as cleanse historical data. They will review the performance of the forecasts from previous cycles in order to make any necessary adjustments to improve the accuracy of future forecasts. Students will also learn how to assign weights to the forecast categories and how to adjust the weights in the resulting consensus demand plan. They will also create a consensus demand plan within the RapidResponse Demand Planning application.

Course Type and Duration



Instructor-led | 8 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Sales & Operations Planning**
- **Applications Overview**

You'll learn how to:

- ▶ Identify the RapidResponse demand planning and statistical forecasting components.
- ▶ Improve the accuracy of historical data by identifying and resolving causals and outliers.
- ▶ Configure forecast items and generate a statistical forecast.
- ▶ Manage product lifecycle.
- ▶ Evaluate forecast accuracy metrics for all forecast categories to assess their performance.
- ▶ Adjust the weight of the forecast categories to improve the accuracy of the consensus demand plan.
- ▶ Compare the performance of the different forecasts to align the consensus demand plan with the annual plan targets.
- ▶ Create a consensus demand plan.



CONTRIBUTOR COURSES

Inventory Management

This course introduces the resources and tools to assist Inventory Planners and Inventory Managers in managing inventory levels within the RapidResponse Inventory Management application. Students will learn how to optimize customer service levels, inventory value and periods of supply, and inventory quality. This course provides information and instruction about how to update inventory settings to ensure that inventory is aiming for appropriate targets. Students will also learn how to assess inventory position to identify and resolve inventory issues, such as late revenue and stock-outs. Students learn through hands-on exercises and business-focused content.

This course is a prerequisite for **Inventory Planning and Optimization** and **Distribution Requirements Planning**.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**

You'll learn how to:

- ▶ Identify and analyze inventory issues
- ▶ Resolve projected late orders by transferring inventory and updating safety stock quantities
- ▶ Resolve projected stock-outs by updating lead times
- ▶ Use the inventory quality ratio (IQR) to review and update IQR targets and transitions
- ▶ Update inventory targets, such as periods of supply and lot size, to meet new inventory value targets



CONTRIBUTOR COURSES

Inventory Planning & Optimization

This course introduces the resources and tools to assist Inventory Planners in planning and optimizing inventory within the RapidResponse Inventory Planning and Optimization application, as part of the inventory management process. This course provides information and instruction about how to determine optimal inventory strategies and policies to maintain customer service levels. Students will learn how to use safety stock level recommendations with single-echelon inventory planning (SEIP) and multi-echelon inventory optimization (MEIO) methods to plan and optimize inventory. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**
- **Inventory Management**

You'll learn how to:

- ▶ Create and manage assumptions
- ▶ Configure and review part configuration for inventory planning at multiple levels
- ▶ Generate and review safety stock recommendations
- ▶ Apply safety stock recommendations



CONTRIBUTOR COURSES

Distribution Requirements Planning

This course is intended for distribution requirement planners who are responsible for managing their company's distribution requirement plan. It introduces the RapidResponse Distribution Requirements Planning application and provides instructions on performing various distribution requirements planning tasks. It outlines how to manage the distribution requirements plan (DRP), which includes updating and adjusting the plan and policies, monitoring the plan for exceptions and opportunities, and measuring the effectiveness of the plan.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**
- **Inventory Management**

You'll learn how to:

- ▶ Define the distribution requirements planning process in RapidResponse
- ▶ Perform the DRP updating process
- ▶ Investigate issues that are causing late supply
- ▶ Simulate resolving late supply issues
- ▶ Evaluate resolution options
- ▶ Identify exceptions and opportunities to improve the plan
- ▶ Discuss storage capacity and explore tools for managing capacity
- ▶ Discover push planning capabilities
- ▶ Explore DRP metrics that allow you to measure and track the plan



CONTRIBUTOR COURSES

Master Production Scheduling

This course introduces the resources and tools to assist Master Schedulers in creating and managing the master production schedule (MPS) within the RapidResponse Master Production Scheduling application. This course provides information and instruction about how to review, adjust, and align supply products to meet your company's demand. Students will learn how to identify and adjust MPS parts with due dates and quantities that are misaligned to demand, and how to resolve the issues to ensure the MPS is achievable. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**

You'll learn how to:

- ▶ Monitor the master production schedule to maintain stability
- ▶ Adjust planning parameters, such as lot size and lead time
- ▶ Run a command to automatically firm up planned orders
- ▶ Review and adjust inventory targets to align the MPS
- ▶ Identify the issues that are causing MPS orders to be late
- ▶ Determine the best option to resolve MPS issues
- ▶ Finalize and publish the MPS to share with others



CONTRIBUTOR COURSES

Capacity Planning (Constraints)

This course introduces the resources and tools to assist Operations Planners and Supply Planners in managing constraints within the RapidResponse Capacity Planning (Constraints) application. This course will show students how to analyze constraint properties, adjusting constraints, and create new constraints to solve issues with the supply plan or the production schedule. Students will also learn how to edit assumptions and to create new assumptions to show the reasoning for any constraint changes. Students learn through hands-on exercises and business-focused content.

Capacity planning (Constraints) can be used alone or as a part of the aggregate supply planning process. Knowledge of Aggregate Supply Planning is beneficial for students taking this course. Knowledge of RapidResponse analytics is also beneficial for students taking this course to better understand the processing rules and how they affect constraint calculations.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**

You'll learn how to:

- ▶ Analyze data to determine if constraints are over or underloaded
- ▶ Analyze and adjust constraint properties, such as the rate and factor of a constraint
- ▶ Modify existing constraints to resolve issues by pre-building and shifting load
- ▶ Create a new constraint
- ▶ Analyze the impact of constraint changes using a scorecard



CONTRIBUTOR COURSES

Order Fulfillment

This course introduces the resources and tools to assist Customer Service Representatives in managing customer orders within the RapidResponse Order Fulfillment application. This course shows students how to identify and promise new customer order requests. This course also shows how to identify and resolve customer orders that have become late, as well as customer orders that have become early. Students will also learn about how key dates in the order fulfillment process are calculated, and understand how order promising zones are used by the application. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Applications Overview**

You'll learn how to:

- ▶ Promise new customer requests
- ▶ Review and re-promise existing orders that are late to their commitment
- ▶ Review and re-promise orders that are early to their commitment
- ▶ Review order shipment information, such as reports of upcoming shipments and early ship candidates
- ▶ Review orders on hold and determine the purpose of the assigned hold code
- ▶ Utilize techniques to resolve orders that are late to their commitment/request
- ▶ Manually insert or update urgent customer requests
- ▶ Update order fulfillment policies based on trend analysis



CONTRIBUTOR COURSES

Self-Healing Supply Chain - Contributor

This interactive video provides a more in-depth look at the processes and tasks undertaken by Contributor-level users working with the Self-Healing Supply Chain to improve their lead time estimates.

Course Type and Duration



Self-paced | 20 minutes



Prerequisites

- [Applications Overview](#)

You'll learn how to:

- ▶ Understand Self-Healing Lead Time alerts
- ▶ Review recommended lead time modifications from the machine learning (ML) server
- ▶ View lead time deviation impact by tolerance category
- ▶ Apply changes to lead times and evaluate impact
- ▶ Collaborate with other users
- ▶ Commit lead time changes
- ▶ Review changes before closing the loop with enterprise data



TRAINING PATHS

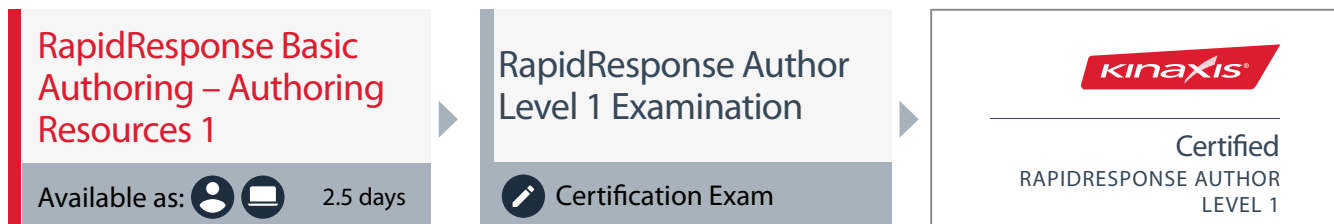
COURSES



AUTHOR TRAINING PATHS

Basic Author

Basic Authors use basic understanding of the RapidResponse data model to create or modify basic workbooks, worksheets, and filters for end users. Authors looking to create more advanced resources should start with this basic author course. Some RapidResponse contributors may want to take this course to learn how to create basic worksheets for their own personal use.



Prerequisites

- Consumer Course
- Contributor Course



Instructor-Led



Self-Paced



Video



Mandatory



Optional



AUTHOR TRAINING PATHS

Intermediate Author

Intermediate Authors create and modify intermediate RapidResponse resources for end users, including composite worksheets, workbook variables, worksheets for importing data, worksheets for editing grouped data, treemap worksheets and table insert definitions. Authors looking to create more advanced resources for end users should take the intermediate author courses.



Prerequisites

- Consumer Course
- Contributor Course
- Basic Author Courses



Instructor-Led



Self-Paced



Video



Mandatory



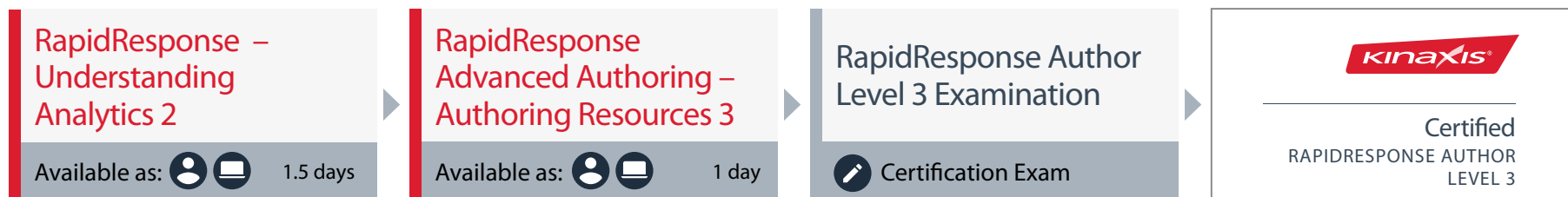
Optional



AUTHOR TRAINING PATHS

Advanced Author

Advanced Authors create and modify advanced RapidResponse resources for end users, including complex composite worksheets, worksheets for importing data, workbooks to automatically modify data, all the while optimizing performance. Authors looking to create more complex resources using performance best practices for their RapidResponse user community should take the advanced author courses.



Prerequisites

- Consumer Course
- Contributor Course
- Basic Author Courses
- Intermediate Author Courses



Instructor-Led



Self-Paced



Video



Mandatory




Optional

Basic Authoring – Authoring Resources 1

This course sets the foundation for all other authoring courses by providing a basic understanding of the RapidResponse data model and an overview of common analytics used to calculate data. Familiarity with the data model will enable them to create resources, including reports that display custom views of data. Authoring Resources 1 is a prerequisite for the Authoring Resources 2 and Authoring Resources 3 courses.

Course Type and Duration

 Instructor-led | 2.5 days

 or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**

You'll learn how to:

- ▶ Use common authoring operations on resources
- ▶ Use version control to manage resources
- ▶ Navigate and use the RapidResponse data model to locate input and calculated data
- ▶ Create, edit, and share basic workbooks and worksheets
- ▶ Construct expressions using the query syntax defined in RapidResponse
- ▶ Create different types of filters to apply to worksheet data
- ▶ Summarize and group worksheet data
- ▶ Create basic chart visualizations of worksheet data
- ▶ Build a customized form
- ▶ Design a dynamic form to respond to user interactions



Understanding Analytics 1

This course provides a fundamental understanding of the RapidResponse analytics for Intermediate Authors to understand how the analytics work, and how to build and edit more efficient resources as a result. It explains how calendars and dates are used in analytics, introduces netting as a core analytic, and discusses concepts such as days of supply, supply explosion, and safety-stock. This course is also for RapidResponse Data Administrators, as it discusses how to configure settings so that the analytic calculations match enterprise data sources.

Course Type and Duration



Instructor-led | 2.5 days



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Basic Authoring – Authoring Resources 1 or RapidResponse Data Administration

You'll learn how to:

- ▶ Configure the planning calendars
- ▶ Utilize dates in calculations
- ▶ Configure the appropriate lead time settings
- ▶ Define supply rescheduling and order generation rules
- ▶ Control when dependent demands are generated
- ▶ Set up lot-sizing policies
- ▶ Configure yield and scrap
- ▶ Plan supply across multiple sites
- ▶ Control how requirements are split between multiple sources
- ▶ Ensure fixed or dynamic safety stock levels are maintained
- ▶ Define reorder points



Intermediate Authoring – Authoring Resources 2

This course builds on what students have learned in Authoring 1. It introduces new worksheet types and configurations, more advanced expressions, and additional resources that authors can create, including dashboards and scorecards.

This course builds upon the understanding of the RapidResponse analytics. It also provides information and instruction on presenting and further customizing data for users. A good understanding of RapidResponse analytics is beneficial for this course to better optimize worksheet performance. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 2.5 days



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Basic Authoring – Authoring Resources 1**
- **Understanding Analytics 1**

You'll learn how to:

- ▶ Create basic composite worksheets
- ▶ Create worksheets that can display relevant views of data for different user types
- ▶ Create workbook and profile variables
- ▶ Create worksheets used for inserting and importing data
- ▶ Create scheduled tasks that automatically modify data
- ▶ Create dashboards and widgets
- ▶ Create scorecards and metrics



Intermediate Authoring – Introduction to Scripting

This course builds on what students have learned in Authoring 1. It introduces new worksheet types and configurations, more advanced expressions, and additional resources that authors can create, including dashboards and scorecards.

This course builds upon the understanding of the RapidResponse analytics. It also provides information and instruction on presenting and further customizing data for users. A good understanding of RapidResponse analytics is beneficial for this course to better optimize worksheet performance. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 1 day



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Basic Authoring – Authoring Resources 1
- Understanding Analytics 1
- Intermediate Authoring - Authoring Resources 2

You'll learn how to:

- ▶ Design processes that use scripts
- ▶ Demonstrate how to automate processes with scripts
- ▶ Use the RapidResponse script object model to create scripts that run automatically and manually
- ▶ Describe how to create a framework by reusing scripts and library functions
- ▶ Generate a form linked to a script
- ▶ Define custom form validation, messages, and output in a script



Understanding Analytics 2

This course is intended for advanced RapidResponse Authors who have taken Understanding Analytics 1, and who want to learn about the more advanced RapidResponse analytics to better understand and develop resources. It builds on the core netting concepts introduced in analytics, and introduces additional analytic capabilities such as multi-sourcing, alternate BOMs, and forecast spreading/consumption.

Course Type and Duration



Instructor-led | 1.5 days



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Basic Authoring – Authoring Resources 1
- Understanding Analytics 1
- Intermediate Authoring - Authoring Resources 2

You'll learn how to:

- ▶ Define alternate component configurations under an assembly
- ▶ Spread forecast demand over smaller intervals to produce a smoother plan
- ▶ Ensure actuals consume forecast so that only the unconsumed portion is planned
- ▶ Report supply that is available to promise to new customer orders
- ▶ Determine realistic order available dates and assess causes of lateness
- ▶ Use priority-based techniques to influence the allotment of limited supplies
- ▶ Identify which higher-level orders consumed specific component supplies



Advanced Authoring – Authoring Resources 3

This course provides performance best practices for advanced RapidResponse Authors. It will allow Authors to create complex composite worksheets, as well as additional resources using advanced functions for multiple end users. This course provides the proper methodology for creating worksheets and optimizing their performance, as well as tips for creating efficient and better performing resources. Authors taking this course should be familiar with the RapidResponse analytics in order to plan out all RapidResponse resources from start to finish. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 1 day



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Basic Authoring – Authoring Resources 1
- Understanding Analytics 1
- Intermediate Authoring - Authoring Resources 2

You'll learn how to:

- ▶ Create advanced composite worksheets using performance best practices
- ▶ Create resources using advanced functions, such as spreading worksheets and multi-level composite worksheets
- ▶ Create and set automated operations, such as workbooks to automatically modify data
- ▶ Manage RapidResponse resources to simplify business processes



ADMINISTRATOR

TRAINING PATHS

COURSES



ADMINISTRATOR TRAINING PATHS

User Administrator

User Administrators create and manage user accounts and user access within RapidResponse.

RapidResponse – User Administration

Available as:   4 hours

Self-Healing Supply Chain - Administrator

RapidResponse – Applications Overview

Available as:   40 minutes

Self-Healing Supply Chain - Administrator

Available as:  20 minutes



Prerequisites

- Consumer Course
- RapidResponse - Applications Overview



Instructor-Led



Self-Paced



Video



Mandatory



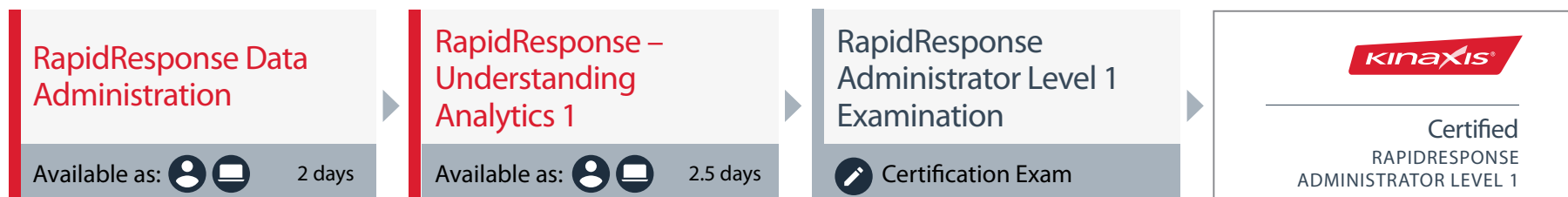
Optional



ADMINISTRATOR TRAINING PATHS

Level 1

Level 1 Administrators set up data integration between RapidResponse and source systems and monitor and maintain data and data integrity in RapidResponse.



Prerequisites

- Consumer Course
- Contributor Course

Data Administrators who will be performing data integration using the Integration Platform for RapidResponse powered by Talend would take the following courses after the Level 1 Administrator courses:





ADMINISTRATOR TRAINING PATHS

Data Administrators who will be configuring and validating data used by the Self-Healing Supply Chain for RapidResponse would take the following courses after the Data Administrator Level 1 courses:

RapidResponse –
Applications Overview

Available as:   40 minutes



Self-Healing Supply
Chain - Administrator

Available as:  20 minutes



Prerequisites

- Consumer Course
- Contributor Course



Instructor-Led



Self-Paced



Video



Mandatory



Optional



ADMINISTRATOR TRAINING PATHS

Level 2

Level 2 Administrators understand all options for integrating data into RapidResponse, validate fundamental planning data, and perform advanced data model customizations and data validation.


RapidResponse Data
Administration – Data Model
Design and Data Validation

Available as:   1 day

RapidResponse –
Understanding
Analytics 2

Available as:   1.5 days

RapidResponse
Administrator Level 2
Examination

 Certification Exam



Certified
RAPIDRESPONSE
ADMINISTRATOR LEVEL 2

Integration Platform for
RapidResponse –
Introduction

Available as:  10 minutes



Prerequisites

- Consumer Course
- Contributor Course
- Level 1 Administrator Courses



Instructor-Led



Self-Paced



Video



Mandatory



Optional



ADMINISTRATOR COURSES

User Administration

RapidResponseusers. It provides best practices for creating and managing user and group accounts according to their RapidResponseroles. It shows students how to efficiently provide users with the appropriate resources and permissions required to perform their specific tasks. This course also discusses how to communicate information to users, as well as how to monitor user and group activities, such as resource usage. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 4 hours



or Self-paced



Prerequisites

- Introduction to RapidResponse

You'll learn how to:

- ▶ Create and manage groups and user accounts
- ▶ Grant or deny permissions
- ▶ Assign and keep track of resources
- ▶ Communicate with users
- ▶ Monitor resource usage
- ▶ Review sign-in activities
- ▶ Troubleshoot issues, such as canceling queries and disconnecting users



ADMINISTRATOR COURSES

Data Administration

This course is intended for Data Administrators who are responsible for managing their company's enterprise data sources. It provides Data Administrators with information and instruction on integrating data from source systems into RapidResponse. It also outlines how to monitor and maintain data and data integrity with activities such as scheduling data updates and resolving data update issues. Knowledge of the RapidResponse analytics and data model is beneficial for this role to understand how your enterprise data relates to tables and fields in RapidResponse. Students learn through hands-on exercises and business-focused content.

Course Type and Duration



Instructor-led | 2 days



or Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**

You'll learn how to:

- ▶ Understand the structure of the data model
- ▶ Map data from data sources to tables
- ▶ Configure sites to allow for integration
- ▶ Create custom tables and fields
- ▶ Run a test update to validate the data mappings
- ▶ Validate planning data to match your data sources
- ▶ Review the status of data updates
- ▶ Review alerts and scheduled tasks
- ▶ Review data affected by updates
- ▶ Create and modify data change limits



ADMINISTRATOR COURSES

Integration Platform for RapidResponse – Introduction

This video introduces the Integration Platform for RapidResponse powered by Talend.

Course Type and Duration



Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Data Administration
- Understanding Analytics 1

You'll learn how to:

- ▶ Understand the architecture and benefits of the platform



ADMINISTRATOR COURSES

Integration Platform for RapidResponse – Talend Data Integration Basics

This course helps you use Talend Studio for Data Integration as quickly as possible. It focuses on the basic capabilities of Studio and how you can use it to build reliable, maintainable data integration tasks that solve practical problems, including extracting data from common database and file formats, transforming it, and integrating it into targets.

Course Type and Duration



Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Data Administration
- [Understanding Analytics 1](#)
- [Integration Platform for RapidResponse – Introduction](#)

You'll learn how to:

- ▶ Create and run a Job that reads, converts, and writes data
- ▶ Merge data from several sources within a Job
- ▶ Save a schema for repeated use
- ▶ Create and use metadata and context variables within Jobs
- ▶ Connect to, read from, and write to a database from a Job
- ▶ Access a web service from a Job
- ▶ Work with master Jobs and subJobs
- ▶ Build, export, and test-run Jobs outside Studio
- ▶ Implement basic error-handling techniques
- ▶ Use best practices for Job and component naming, hints, and documentation



Integration Platform for RapidResponse – Talend Data Integration Advanced

Talend Data Integration provides an extensible, highly scalable set of tools to access, transform, and integrate data from any business system. This course enables you to use the more advanced features of Talend Data Integration as quickly as possible. Participants can work in teams on projects shared on a remote repository to monitor Jobs and database changes.

Course Type and Duration



Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Data Administration
- [Understanding Analytics 1](#)
- [Integration Platform for RapidResponse – Introduction](#)
- [Integration Platform for RapidResponse – Talend Data Integration Basics](#)

You'll learn how to:

- ▶ Start and connect Talend Studio to a remote repository
- ▶ Use SVN branches in Studio
- ▶ Run a Job in Studio on a remote Job server
- ▶ Monitor host CPU and JVM memory in real time during Job execution
- ▶ Use debugging features in Studio
- ▶ Configure a Talend project to capture statistics and logs, and monitor them from ActivityMonitoring Console (AMC)
- ▶ Implement several methods of parallel execution in a Talend Job
- ▶ Create Joblets
- ▶ Create a unit test from a working Job
- ▶ Configure a database to monitor and log changes in a separate change data capture (CDC) database
- ▶ Use the CDC database to perform incremental updates between the source and target



Working with the Integration Platform for RapidResponse

This series of videos explains how to use the Integration Platform for RapidResponse, either by leveraging the SAP template or by designing jobs in Talend Studio, using the Talend Administration Center to schedule and monitor jobs, and using Real-time Integration to automate transformation of inbound and outbound data between RapidResponse and external data sources.

Course Type and Duration

 Video | 1–4 hours



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- Data Administration
- Understanding Analytics 1
- Integration Platform for RapidResponse – Introduction
- Integration Platform for RapidResponse – Talend Data Integration Basics
- Integration Platform for RapidResponse – Talend Data Integration Advanced

Videos in this series:

- ▶ Designing Jobs for Non-SAP Sources
- ▶ Closing the Loop with RapidResponse
- ▶ Talend Administration Center Overview
- ▶ Working with the SAP template
- ▶ Working with Schemas
- ▶ The Allocation Category
- ▶ The Bill of Materials Category
- ▶ The Calendar Category
- ▶ The Capacity Category
- ▶ The Customer Category
- ▶ The Demand Category
- ▶ The Inventory Category
- ▶ The Part Category
- ▶ The PartSourceCategory
- ▶ The Supply Category
- ▶ The Supplier Category
- ▶ Function Calls
- ▶ Real-time Integration Inbound
- ▶ Real-time Integration Outbound



ADMINISTRATOR COURSES

Data Administration – Data Model Design and Data Validation

This course is intended for Data Administrators who are responsible for supporting an integration project. It outlines how to customize the data model to meet specific business requirements after data has been imported into RapidResponse. It also provides best practices in data model design and validation to configure the data model accurately and solve data and planning issues.

Course Type and Duration



Instructor-led | 1 day



Self-paced



Prerequisites

- Introduction to RapidResponse
- **RapidResponse Fundamentals**
- **Data Administration**
- **Understanding Analytics 1**

You'll learn how to:

- ▶ Customize the data model to satisfy planning, solution, and execution requirements
- ▶ Apply best practice principles to improve query performance, data integrity, extensibility, and memory consumption
- ▶ Analyze, validate, and correct complex data and planning errors when comparing to a source system
- ▶ Perform manual planning validation when you are not able to replicate the planning of a source system



ADMINISTRATOR COURSES

Self-Healing Supply Chain - Administrator

This interactive video provides a more in-depth look at the processes and tasks undertaken by Administrator-level users working with the Self-Healing Supply Chain to configure and validate the data used by planners to improve their lead time estimates.

Course Type and Duration



Self-paced | 20 minutes



Prerequisites

- [RapidResponse - Applications Overview](#)

You'll learn how to:

- ▶ Configure the Self-Healing Supply Chain
- ▶ Understand the data flow in the Self-Healing Supply Chain
- ▶ Monitor ML Service operations
- ▶ Describe the administrative resources required for the Self-Healing Supply Chain



TRAINING PATHS

RapidResponse Expert

RapidResponse Experts have deep expertise in the product for all user roles. Users following this training path will learn all the skills and tasks associated with the Consumer, Contributor, Author, and Administrator Roles, plus how to participate as a business user in the business processes within the RapidResponse applications.

Want more information?

For questions regarding Knowledge Services programs and products, please [click here](#) or contact us at knowledge@kinaxis.com.



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