



<p><b>Support Cost Prediction</b></p>			
<p><b>Introduction</b></p> <p>Support Cost is a critical element of the in-service economics of a system. System design has a significant impact on support cost and it is important that it is addressed during the design process.</p> <p>This course provides relevant knowledge, techniques and skills for support cost prediction. It includes methods and processes that can be effectively used to quantify support resource demands and predict support cost. Analysis of support cost prediction is used to identify strategies for cost reduction.</p>			
<p><b>Designed For</b></p> <p>This course has been designed for practicing engineers, analysts and managers and others who need to gain basic knowledge and understanding of analytical tools and techniques that can be applied in Support Cost Prediction.</p>			
<p><b>Objectives</b></p> <p>By the end of this course you will be able to -</p> <ul style="list-style-type: none"> <li>■ Understand the fundamentals of support cost</li> <li>■ Determine the demand drivers for support resources</li> <li>■ Analyse support tasks and resource demands</li> <li>■ Develop a systematic process for cost prediction</li> <li>■ Apply cost prediction tools and techniques</li> <li>■ Analyse support costs and identify strategies for cost reduction</li> </ul>			
<p><b>Content</b></p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> <li>■ Concepts and Benefits                             <ul style="list-style-type: none"> <li>■ Support Cost – Concept and Definitions</li> <li>■ Cost Elements</li> <li>■ Event, Process, Task and Resource Demand</li> <li>■ Fundamentals of Prediction</li> </ul> </li> <li>■ Support Tasks, Resources and Costs                             <ul style="list-style-type: none"> <li>■ Support Tasks</li> <li>■ Duration of Support Task</li> <li>■ Frequency of Support Task</li> <li>■ Resource Demands and Support Costs</li> </ul> </li> <li>■ Supportability Statistics                             <ul style="list-style-type: none"> <li>■ Mean Time To Support, MTTs (Item)</li> <li>■ Support Hours per Operational Hour</li> <li>■ Mean Time to Support, MTTs (System)</li> <li>■ Support Personnel Demand per Support Task</li> <li>■ Support Hours per System Operational Hour</li> </ul> </li> </ul> </td> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> <li>■ Prediction of Supportability Statistics                             <ul style="list-style-type: none"> <li>■ Support Activity Block Diagram</li> <li>■ Supportability Measures for Simultaneous Tasks</li> <li>■ Supportability Measures for Sequential Tasks</li> <li>■ Supportability Measures for Combined Tasks</li> <li>■ Analysis of Complex Support Tasks</li> <li>■ Supportability Function</li> <li>■ Mean Duration of Support Task</li> </ul> </li> <li>■ Support Cost Estimating Relationships                             <ul style="list-style-type: none"> <li>■ Personnel</li> <li>■ Spares</li> <li>■ Training</li> <li>■ Support Equipment</li> <li>■ Transportation and Handling</li> <li>■ Technical Data</li> <li>■ Facilities</li> </ul> </li> <li>■ Cost Prediction and Analysis Process                             <ul style="list-style-type: none"> <li>■ Process Rationale</li> <li>■ Baseline Definition</li> <li>■ Cost Elements and Structure</li> <li>■ Cost Modelling – Inputs and Outputs</li> <li>■ Analysis of Outputs</li> <li>■ Strategies for Cost Reduction</li> </ul> </li> </ul> </td> </tr> </table>		<ul style="list-style-type: none"> <li>■ Concepts and Benefits                             <ul style="list-style-type: none"> <li>■ Support Cost – Concept and Definitions</li> <li>■ Cost Elements</li> <li>■ Event, Process, Task and Resource Demand</li> <li>■ Fundamentals of Prediction</li> </ul> </li> <li>■ Support Tasks, Resources and Costs                             <ul style="list-style-type: none"> <li>■ Support Tasks</li> <li>■ Duration of Support Task</li> <li>■ Frequency of Support Task</li> <li>■ Resource Demands and Support Costs</li> </ul> </li> <li>■ Supportability Statistics                             <ul style="list-style-type: none"> <li>■ Mean Time To Support, MTTs (Item)</li> <li>■ Support Hours per Operational Hour</li> <li>■ Mean Time to Support, MTTs (System)</li> <li>■ Support Personnel Demand per Support Task</li> <li>■ Support Hours per System Operational Hour</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Prediction of Supportability Statistics                             <ul style="list-style-type: none"> <li>■ Support Activity Block Diagram</li> <li>■ Supportability Measures for Simultaneous Tasks</li> <li>■ Supportability Measures for Sequential Tasks</li> <li>■ Supportability Measures for Combined Tasks</li> <li>■ Analysis of Complex Support Tasks</li> <li>■ Supportability Function</li> <li>■ Mean Duration of Support Task</li> </ul> </li> <li>■ Support Cost Estimating Relationships                             <ul style="list-style-type: none"> <li>■ Personnel</li> <li>■ Spares</li> <li>■ Training</li> <li>■ Support Equipment</li> <li>■ Transportation and Handling</li> <li>■ Technical Data</li> <li>■ Facilities</li> </ul> </li> <li>■ Cost Prediction and Analysis Process                             <ul style="list-style-type: none"> <li>■ Process Rationale</li> <li>■ Baseline Definition</li> <li>■ Cost Elements and Structure</li> <li>■ Cost Modelling – Inputs and Outputs</li> <li>■ Analysis of Outputs</li> <li>■ Strategies for Cost Reduction</li> </ul> </li> </ul>
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<p><b>Length</b></p> <p>3 days</p>			
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<b>Details</b>	
<b>Dates</b>	21 – 23 Apr 2008
<b>Time</b>	0900 – 1700
<b>Venue</b>	Woodbury Park Hotel, Golf and Country Club –approximately eight miles by road from Exeter (the nearest major city).
<b>Cost</b>	<p>GB Pounds £950-00 + UK Value Added Tax (VAT) @ 17.5%  <b>Total Payable £1116-25 per person</b></p> <p>The cost includes all instruction, course materials, daily lunches and light refreshments.</p>
<b>Accommodation</b>	<p>Accommodation is not included in the fee. Participants are responsible for the arrangement and payment of their accommodation. Reduced rates are available at Woodbury Park Hotel – contact Woodbury Park Hotel Reservations direct requesting the 'Mirce Engineering' rate. Contact details are –</p> <p>Woodbury Park Hotel, Golf and Country Club, Woodbury, Exeter, EX5 1JJ, United Kingdom</p> <p>Tel       +44 (0) 1395 233 382  Fax        +44 (0) 1395 233 384  Email     enquiries@woodburypark.co.uk  Web        www.woodburypark.co.uk</p> <p>A list of alternative accommodation in other hotels and guesthouses in the area of the course venue is available from Mirce Engineering on request.</p>
<b>Booking</b>	Please complete a Booking Form for each participant and return it to Mirce Engineering.

## Contact us

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