

Field Maintenance Technician

The application is targeted for the professional service industry with equipment maintenance. The target customers are companies maintaining geographically distributed equipment at customer site through field technician.

The app will help to improve the productivity of maintenance technicians by helping them to cope with complex equipment requiring maintenance plans. The app will combine information from various sources for the maintenance technician to efficiently do his main job, maintaining equipment to increase reliability and protect customer's investment.

The app will help the maintenance technician to process information easier and keep in touch with his team to get support and feel connected.

Maintenance Technician

User Experience Journey

Current User Experience Journey

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

- A lot to do today, how can I finish my day on time
- Lots of time in traffic

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

- Look at the maintenance Plan. Where to go next
- Check route to get there, check traffic situation

Touch points

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

- Car
- Navigation system

Where to park the car, lost time in traffic

Drive to the equipment location, park the car

Check in with building manager, get access

Access Key

Phone number of Building Maintenance

How do I perform the maintenance for the special equipment.

I hate the paperwork, too much to fill in.

Do maintenance task, checklist

Register working time, material used

Maintenance description

Maintenance material

Want to meet with my colleague for lunch

Elevator looks old, will suggest modernization kit to Bldg Mgr.

Check out with the Building manager, get signature for maintenance report

Maintenance report

Duration of the Journey: 60 minutes



User Name ▾



Maintenance Route (42)



Equipment

Search



Prime Tower

45
min

4 Items

Today

Prime Tower

60
min

5 Items

Maintenance 6 weeks ago

Business Center

70
min

10 Items

Break Down 2 days ago

Riverside Residence

45
min

6 Items

Maintenance 10 weeks ago

Riverside Parking

60
min

4 Items

Break Down 3 weeks ago

Prime Tower Main Elevator

60
min

Maintenance 6 weeks ago



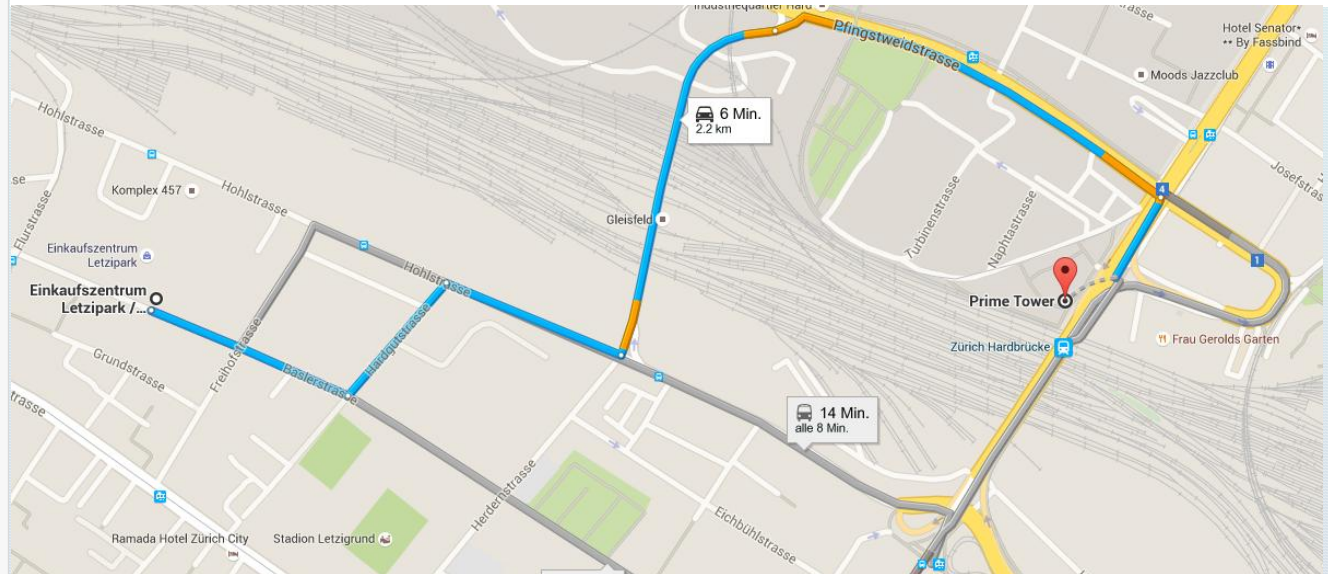
5



Address: Prime Tower, Hardstrasse 201, 8005 Zürich

Building Contact: [Joanna Streit +41 44 785443](#)

Access Information: Building Access Code 7883 3994



Accept

Cancel





User Name ▾



Maintenance Route (42)



Equipment

Search



Prime Tower

45
min

4 Items

Today

Prime Tower

60
min

5 Items

Maintenance 6 weeks ago

Business Center

70
min

10 Items

Break Down 2 days ago

Riverside Residence

45
min

6 Items

Maintenance 10 weeks ago

Riverside Parking

60
min

4 Items

Break Down 3 weeks ago

Prime Tower Main Elevator



5

Elevator Type
Number of Floors
Speed
Drive Technology

Maintenance Tasks

Description

[Safety Check](#)

[Winding Drum Machine](#)

[Check Oil Level](#)

Maintenance Instructions

1.2.1.2.1 Tips for Using a Torque Wrench

1. Grasp the grip in the center and float the grip when reading torque.
2. Do not use an anti-seize under the bolt or nut head and on the threads unless the manufacturer of the equipment so specifies. The torque value would be reduced.
3. Never use a "Cheater" on the handle.



FIGURE 1.2.1.2 GRASP THE TORQUE WRENCH IN THE CENTER OF THE GRIP AREA (2.2.2.1)

**TABLE 1.2.1.2A (2.2.2.1A)
GENERAL TORQUE SPECIFICATION CHART FOR METRIC FASTENERS (FT-LBF)***

Material Class	4.6	4.8	5.8	8.8	9.8	10.9	12.9
Bolt Diam mm							
inch							
5	2	3	3.5	5	6	8	9
6	2.5	3.5	4	6	8	10	12
8	3.5	4.5	5.5	8	10	12	15
10	4.5	5.5	6.5	10	12	15	18
12	5.5	6.5	7.5	12	15	18	22
14	6.5	7.5	8.5	14	18	22	27
16	7.5	8.5	9.5	16	20	25	30
18	8.5	9.5	10.5	18	22	28	34
20	9.5	10.5	11.5	20	25	32	39
22	10.5	11.5	12.5	22	28	35	43
24	11.5	12.5	13.5	24	30	38	46
27	13	14	15	27	34	43	52
30	14.5	15.5	16.5	30	38	48	58
36	17.5	18.5	19.5	36	45	56	68
42	20.5	21.5	22.5	42	52	64	78
48	23.5	24.5	25.5	48	60	74	90
56	27.5	28.5	29.5	56	70	86	105
64	31.5	32.5	33.5	64	80	98	120
72	35.5	36.5	37.5	72	90	110	135
80	39.5	40.5	41.5	80	100	122	150
90	45.5	46.5	47.5	90	112	136	168
100	51.5	52.5	53.5	100	125	152	185
110	57.5	58.5	59.5	110	140	170	210
120	63.5	64.5	65.5	120	155	190	235
130	69.5	70.5	71.5	130	170	210	260
140	75.5	76.5	77.5	140	185	228	280
150	81.5	82.5	83.5	150	200	248	300
160	87.5	88.5	89.5	160	215	268	325
170	93.5	94.5	95.5	170	230	288	350
180	99.5	100.5	101.5	180	245	308	375
190	105.5	106.5	107.5	190	260	328	400
200	111.5	112.5	113.5	200	275	348	425

60
min

6 weeks ago

Time

20 min

10 min

5 min

Confirm

Cancel





User Name ▾



Maintenance Route (42)



Equipment

Search



Prime Tower

45
min

4 Items

Today

Prime Tower

60
min

5 Items

Maintenance 6 weeks ago

Business Center

70
min

10 Items

Break Down 2 days ago

Riverside Residence

45
min

6 Items

Maintenance 10 weeks ago

Riverside Parking

60
min

4 Items

Break Down 3 weeks ago

Prime Tower Main Elevator

60
min

Maintenance 6 weeks ago



Report Back Time & Material

Travel Time: minutes

* Maintenance Work: minutes

Note:

Description

Product No.

Used Quantity



Lubrication Oil

LI-1010

liter



* Customer Signature:

Joelme



Complete

Save

Cancel



Local

- MaintenanceFieldApplication
 - css
 - i18n
 - model
 - metadata.xml
 - view
 - App.controller.js
 - App.view.xml
 - Detail.controller.js
 - Detail.view.xml**
 - Master.controller.js
 - Master.view.xml
 - NotFound.controller.js
 - NotFound.view.xml
 - .project.json
 - Component.js
 - index.html
 - localIndex.html
 - MyRouter.js
 - neo-app.json
- model
 - metadata.xml
- MyFirstFioriApp
 - css
 - i18n

```

*Detail.view.xml
8 <content>
9 </ObjectHeader> </ObjectHeader>
24 <Label text="Label1" width="100%"/>
25 <GroupHeaderListItem counter="0"/>
26 <IconTabBar id="idIconTabBar" expanded="{device &gt; /isNoPhone}">
27 <customData id="customData5">
28 <core:CustomData id="coreCustomData5" key="sapDtResourcePath" value="Location"></core:CustomData>
29 </customData>
30 <items id="detailsItems">
31 <IconTabFilter id="iconTabFilter1" text="Location" key="selfInfo" icon="sap-icon://building">
32 <content>
33 <f:SimpleForm id="iconTabFilter1form" minWidth="1024" editable="false" layout="ResponsiveGridLayout" labelSpanL="3" labelSpanM="3">
34 <f:content>
35 <Label id="label1" text="Building Contact"></Label>
36 <Text id="text1" maxLines="0" text="{name}" wrapping="true">
37 <customData id="customData6">
38 <core:CustomData id="coreCustomData6" key="sapDtResourcePath" value="Location"></core:CustomData>
39 </customData>
40 </Text>
41 <Label id="label2" text="access"></Label>
42 <Text </Text>
43 <Label id="label3" text="Address"></Label>
44 <Text </Text>
45 <core:ExtensionPoint name="extIconTabFilterForm1"/>
46 </f:content>
47 </f:SimpleForm>
48 </content>
49 </IconTabFilter>
50 <IconTabFilter id="iconTabFilter2" text="Tasks" key="Person" icon="sap-icon://task" count="5">
51 <content>
52 <f:SimpleForm id="iconTabFilter2form" minWidth="1024" editable="false" layout="ResponsiveGridLayout" labelSpanL="3" labelSpanM="3">
53 <f:content>
54 <Label id="label4" text="name"></Label>
55 <Text id="text4" text="{name}" maxLines="0"></Text>
56 <Label id="label5" text="phoneMobile"></Label>
57 <Text id="text5" text="{phoneMobile}" maxLines="0"></Text>
58 <Label id="label6" text="phoneWork"></Label>
59 <Text id="text6" text="{phoneWork}" maxLines="0"></Text>
60 <Table id="idProductsTable"
61 inset="false"
62 items="{
63 path: '/Task',
64 sorter: {path: 'description'}
65 }">
66 <headerToolbar>
67 <toolbar>
68 <title text="Task" level="H2"/>
69 </toolbar>
70 </headerToolbar>
71 <columns>
72 <column width="12em">
73 <text text="Description" />
74 </column>
75 <column width="8em">

```

Maintenance Route

Equipment

Search

name 1	8862	8862
name 2	1579	
name 3	2647	
name 4	4199	
name 5	2799	
name 6	798	

name 1 8862
Location 8862
address 1

Label

Location Tasks Components Report Back

name:
phoneMobile:
phoneWork:

Task

Description ok Mat TI