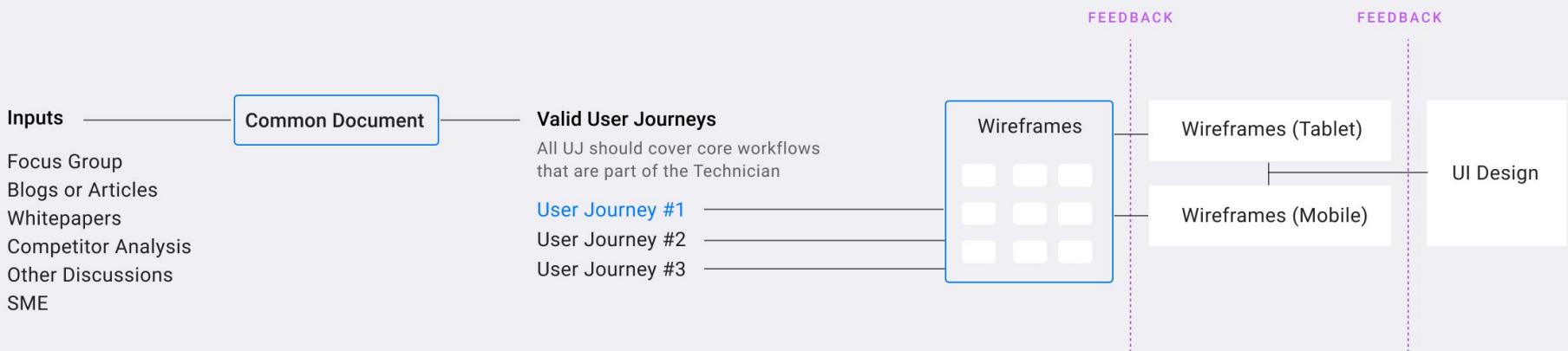


Planning

Technician View



Insights

1. Logging of time is very crucial as the payroll is dependent on it. Should be easy to view and manage.
2. Location (discoverability) also plays an important role for a Technician. (both indoor and outdoor).
3. Any requirement (components, permits...) that are necessary before the actual work start should be easily accessible.
4. Show detail only when required (based on context, or on user demand).
5. Make it Personal. A bit configurable for the technician on the UI and save it. This helps for his to a good workflow each day.

User Journey #1

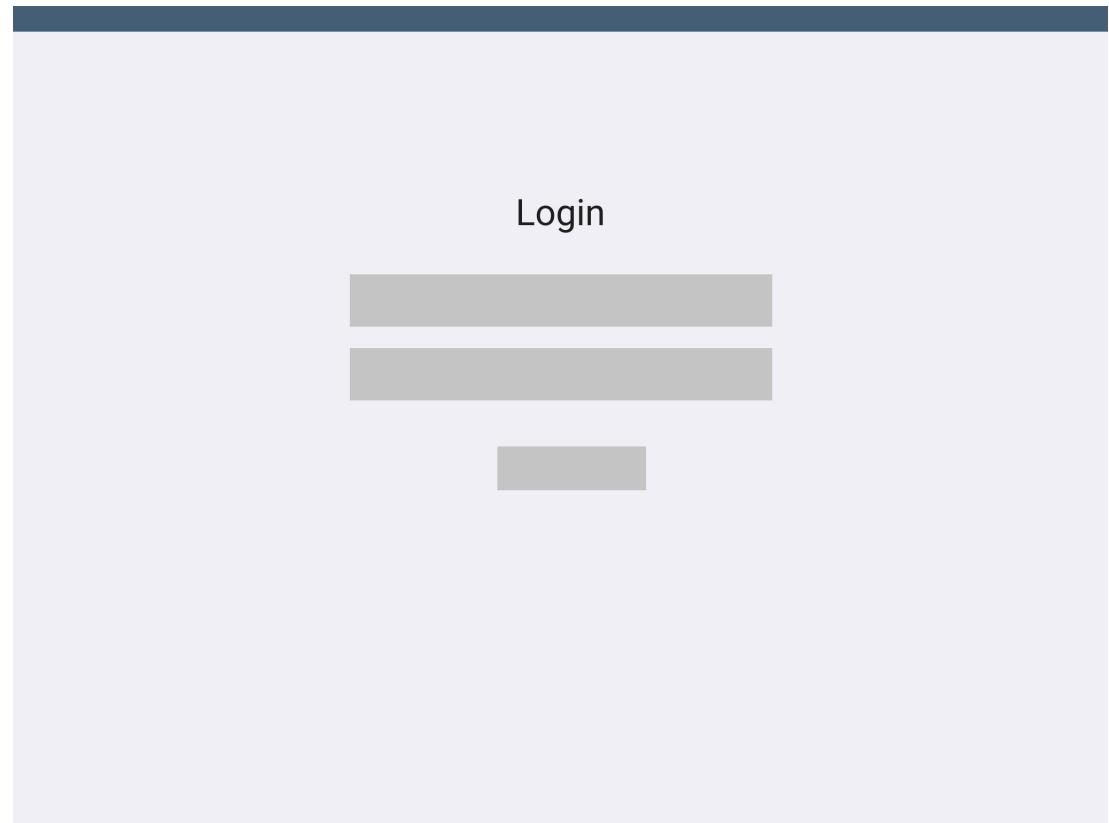
1. Kevin wakes up and get ready for work.
2. Kevin carries his personal mobile, wallet and drives to the back office (which is where he is employed)

Time 5:30 am



3. Kevin picks up the Tablet from the locker room and logs in his account.

Time 5:45 am



4. Kevin views all the WO while attending the debriefing along with supervisor and other colleagues.

Time 5:50 am - 6:10 am

The screenshot shows a mobile application interface for managing work orders. At the top, there are three circular icons (white, grey, blue), followed by an 'Online' toggle switch and three more circular icons. Below this is a navigation bar with 'List View' (underlined), 'Calendar View', and 'Map View'. A summary box displays 'Total Time logged 0 hour 0 minutes' and 'Required 27' with a red exclamation mark, and '4' with a document icon. A 'FILTER & SORT' button is also present. The main area shows 'Showing 23 Work Orders'.

Priority (High to Low) (highlighted in blue) is selected, along with **Schedule** and **Distance (near to far)**.

Work Order 1: Operation no. 123456 (High priority, 2 hours 30 minutes). Description: Change and Inspection of the Oil pump on the main line. Operations listed: OP-22344 (Inspect the oil pump), OP-22367 (Check on the main line for the Pressure Reading), OP-22682 (Change the pump to the new one, 1x1), and OP-22383 (Inspect the new pump and enter the new readings).

Work Order 2: Operation no. 123459 (Med. priority, 30 minutes). Description: Inspection of the CNC machine spindle. Operations listed: OP-22232 (Disconnect the CNC machine from the Main, with a user profile icon) and OP-22298 (Inspect the CNC machine spindle for any failure and note the CNC fuil levels).

At the bottom are five navigation icons: a plus sign, a warning triangle, a magnifying glass, a gear, and a grid.

Goal

To get a brief on the work assigned for today, see what all is required and leave for picking the components (if needed) to start work.

Tasks

1. View all the WO that are assigned to me or shared with me.

Notifications,

4. Kevin views all the WO while attending the debriefing along with supervisor and other colleagues.

Time 5:50 am - 6:10 am

The screenshot shows a mobile application interface for managing work orders (WO). At the top, there are three circular icons (white, grey, blue), followed by a toggle switch labeled "Online". Below this, there are three buttons: "List View" (grey), "Calendar View" (blue, selected), and "Map View" (grey). Underneath are three tabs: "Day" (selected), "Week", and "Month". The date "TODAY, 24 JUNE 2020" is displayed. On the left, a vertical timeline shows time from 6 am to 10 am. Work orders are listed on the right, each with a blue-bordered box containing the WO number. The tasks are listed under "OPERATIONS - 4".

WO Number	Description	Duration
123456	Inspection of the CNC machine spindle	2 hour 30 minutes
OP-22344	Inspect the oil pump	30 m
OP-22367	Check on the main line for the Pressure Reading	10 m
OP-22382	Change the pump to the new one	1 h 30 m
OP-22383	Inspect the new pump and enter the new readings	20 m

Goal

To get a brief on the work assigned for today, see what all is required and leave for picking the components (if needed) to start work.

Tasks

2. Viewing WO that are scheduled today as per supervisor.

4. Kevin views all the WO while attending the debriefing along with supervisor and other colleagues.

Time 5:50 am - 6:10 am

List View Calendar View **Map View**

TODAY, 24 JUNE 2020

Total Time logged
0 hour 0 minutes

Required
27 4

123456 High
2 hour 30 minutes

Inspection of the CNC machine spindle

OPERATIONS - 4

OP-22344
30 m

Inspect the oil pump

OP-22367
10 m

Check on the main line for the Pressure Reading

OP-22382
1 h 30 m

Change the pump to the new one

OP-22383
20 m

Inspect the new pump and enter the new readings

Goal

To get a brief on the work assigned for today, see what all is required and leave for picking the components (if needed) to start work.

Tasks

3. He also checks the map to see where all the WO are located.

4. Kevin views all the requirements.

Time 5:50 am - 6:10 am

Goal

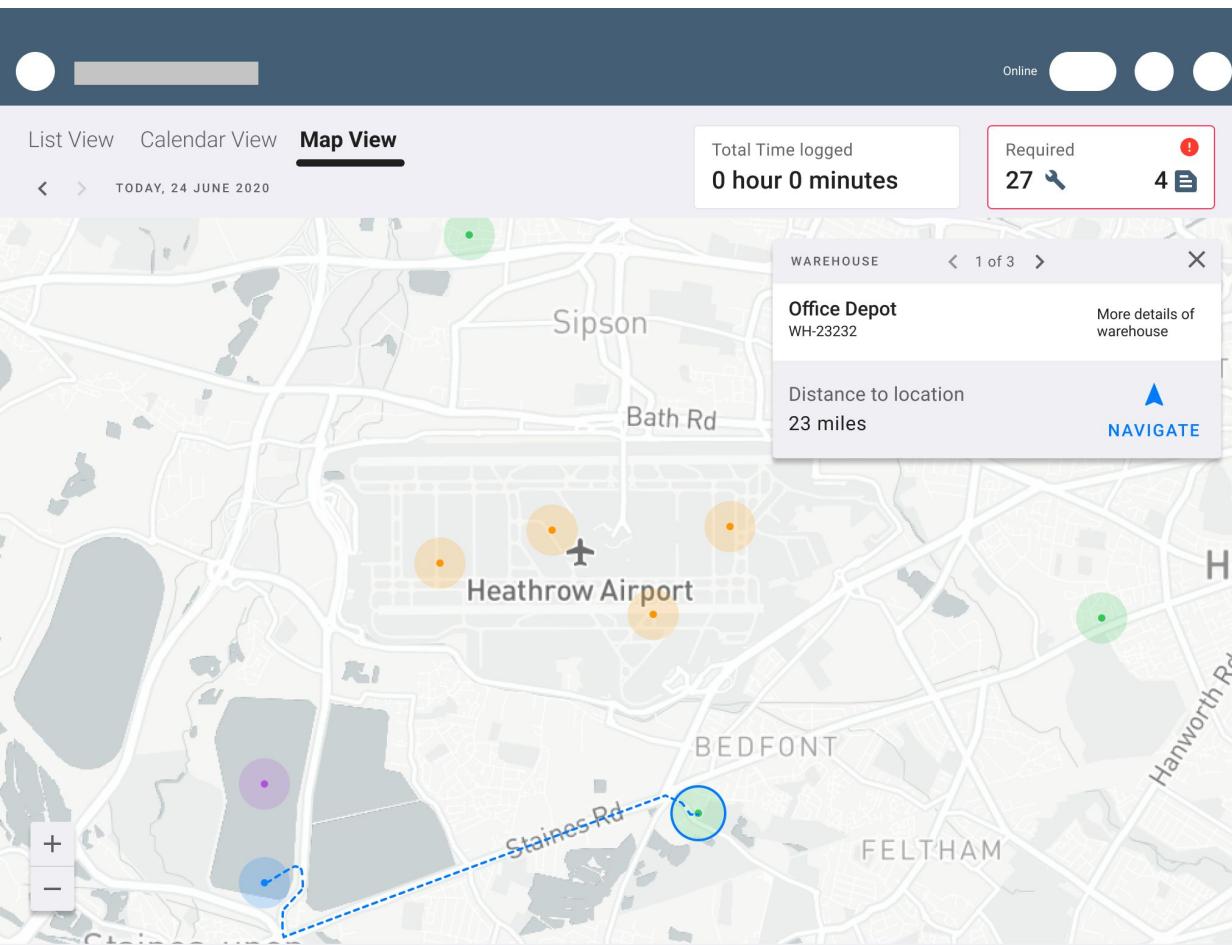
To get a brief on the work assigned for today, see what all is required and leave for picking the components (if needed) to start work.

Tasks

- He checks all the component and permits before leaving to the warehouse.

4. Kevin checks the warehouse and decides to navigates.

Time 5:50 am - 6:10 am



Goal

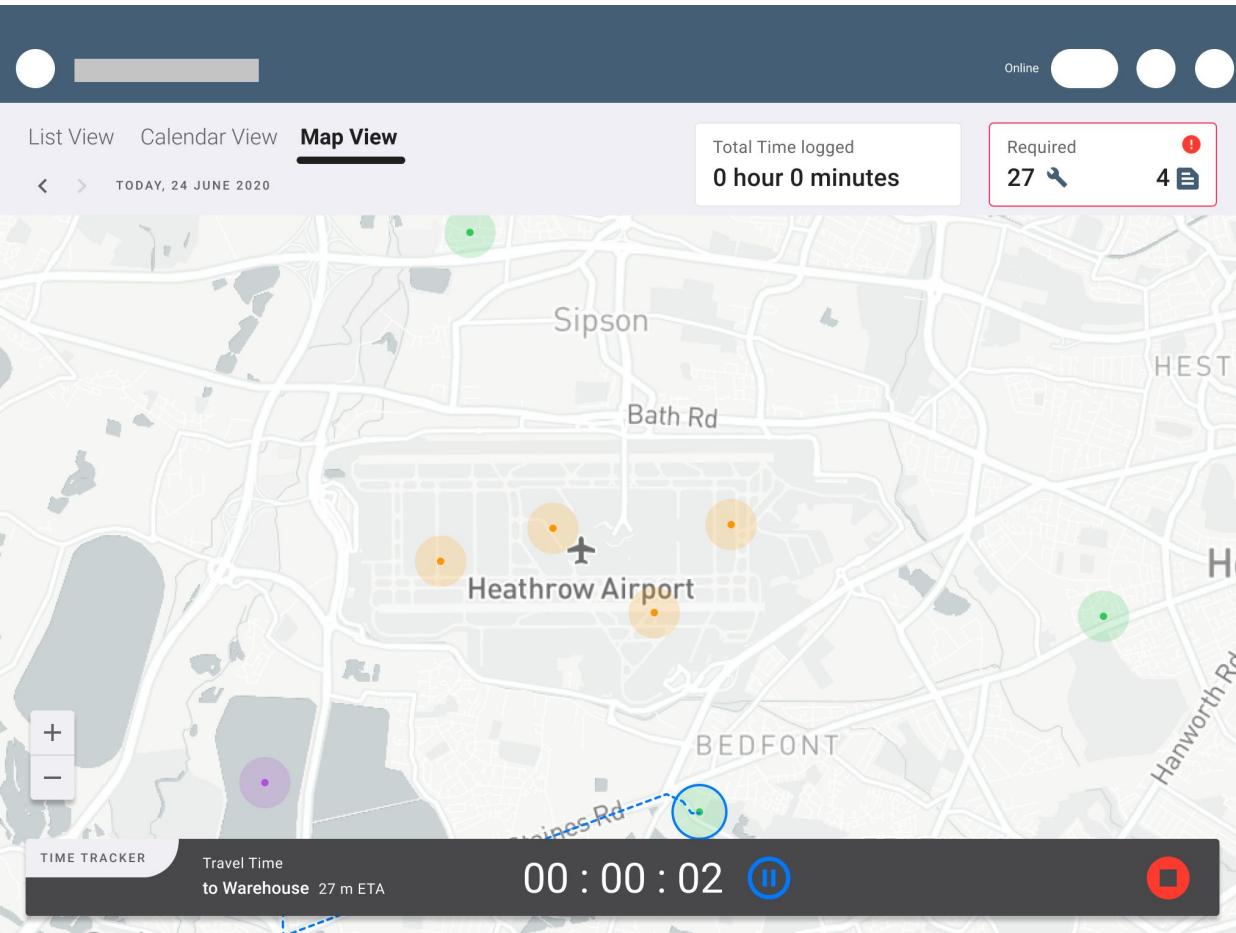
To get a brief on the work assigned for today, see what all is required and leave for picking the components (if needed) to start work.

Tasks

5. He checks the warehouse location

4. Kevin starts to travel towards warehouse

Time 6:15 am



Goal

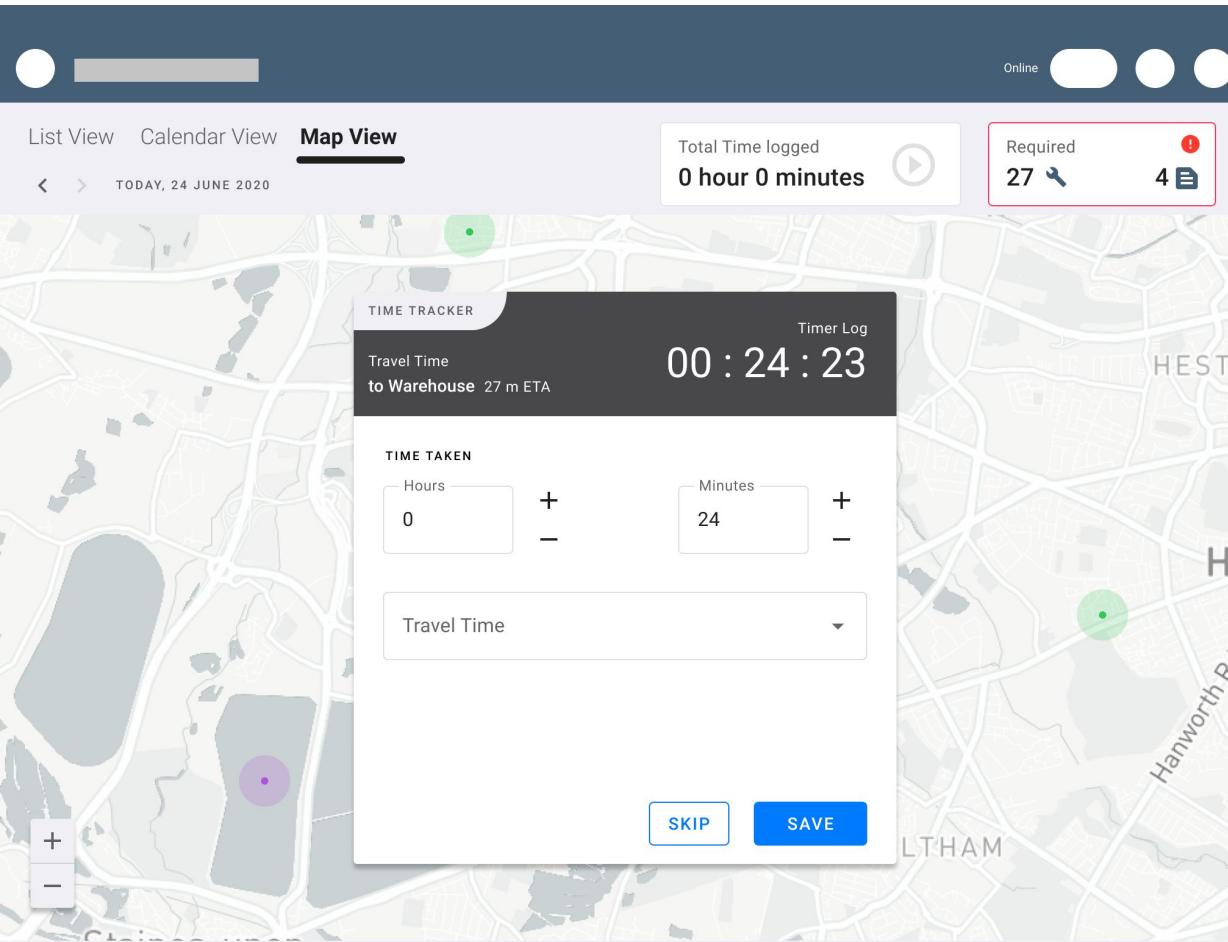
To reach warehouse

Tasks

1. Kevin have to navigate and reach to warehouse.
2. He has to log the time for the travel

4. Kevin reaches warehouse

Time 6:39 am



Goal

To pick components from the warehouse

Tasks

1. Log the travel time *

4. Kevin is logging if he has got all components.

The screenshot shows a software application interface for managing components. At the top, there are three circular icons (white, grey, white) and a status bar with 'Online' and three dots. Below the header, the title 'Requirements' is on the left, and 'ADD NEW COMPONENT' is on the right. A navigation bar below the title includes 'COMPONENTS' (with a red exclamation mark), 'PERMITS' (with a green checkmark), a search icon, and a 'FILTER & SORT' icon.

The main content area displays a table of components:

Component No.	Component Name	Required Quantity	Availability in Warehouse	Picked
OB-2323 ⓘ	Ball bearings SGF-183277	5 units	Available 450	Yes
	Operation #3 description (WO-2213)		x4	
	Operation #2 description (WO-22123)		x1	
OB-2393	M8 50mm screw	40 units	Available 20,000	Yes
	Operation #3 description (WO-2213)		x4	
	Operation #2 description (WO-22123)		x8	
	Operation #2 description (WO-22292)		x2	
	Operation #2 description (WO-22157)		x8	
	Operation #2 description (WO-22135)		x2	
	Operation #2 description (WO-22185)		x16	
OB-2393	Motor Copper Bush 20mm rot...	6 units	Low Stock 2	
	Operation #4 description (WO-2213)		x6	
OB-2343	Motor Coil winding 300m	1 unit	Out of Stock	
	Operation #5 description (WO-2213)		x1	

On the left side of the table, there are filters for 'To be Picked (27)', 'Picked', and 'Consumed'. At the bottom left, there are navigation arrows for 'WAREHOUSE' and a location card for 'Office Depot' (0 miles away, 14, Heathrow Int Trading Estate, Green Ln, Hounslow TW4 6HB, United Kingdom).

Goal

To pick components from the warehouse

Tasks

2. Marks the components that he has got as picked.

4. Kevin has picked all components and now have to drive to Field location

The screenshot shows a mobile application interface for managing component picks. At the top, there is a header bar with three circular icons on the right and a "Online" status indicator. Below the header, the title "Requirements" is displayed with a back arrow icon. A navigation bar at the bottom includes "WAREHOUSE" with left and right arrows, and "Office Depot" with a location icon and text "0 miles away".
COMPONENTS (checked) and **PERMITS** (checked) are selected in the top navigation.
Picked (27) is highlighted in blue in the middle-left area.
Consumed is also present in the middle-left area.
ADD NEW COMPONENT button is located in the top right.
FILTER & SORT button is located below the search icon.
Component Details:
1. Component No. OB-2323, Component Name Ball bearings SGF-183277, Quantity 5 units.
 - Operation #3 description (WO-2213) x4
 - Operation #2 description (WO-22123) x1
2. Component No. OB-2393, Component Name M8 50mm screw, Quantity 40 units.
 - Operation #3 description (WO-2213) x4
 - Operation #2 description (WO-22123) x8
 - Operation #2 description (WO-22292) x2
 - Operation #2 description (WO-22157) x8
 - Operation #2 description (WO-22135) x2
 - Operation #2 description (WO-22185) x16
3. Component No. OB-2393, Component Name Motor Copper Bush 20mm rot..., Quantity 6 units.
 - Operation #4 description (WO-2213) x6
4. Component No. OB-2343, Component Name Motor Coil winding 300m, Quantity 1 unit.
 - Operation #5 description (WO-2213) x1

Goal

To pick components from the warehouse

Tasks

3. Picked all the components

4. Kevin view the upcoming Work Order scheduled on the calendar.

The screenshot shows a mobile application interface for managing work orders. At the top, there are three circular icons (white, grey, and white) followed by an 'Online' toggle switch and two empty circles. Below this is a navigation bar with 'List View', 'Calendar View' (which is selected and highlighted in black), and 'Map View'. Underneath are buttons for 'Day', 'Week', and 'Month'. The date 'TODAY, 24 JUNE 2020' is displayed. The main area is a calendar grid from 6 am to 10 am. A blue arrow points from the 7 am row to the 123459 work order. The 123459 row has a blue border and contains the text '123459' and 'WO number' repeated three times. To the right of the grid, a summary box shows 'Total Time logged 0 hour 24 minutes' with a play button icon, 'Required 27' with a wrench icon, and '4' with a clipboard icon. Below the grid, the work order details are listed:

- 123456** [High] 2 hour 30 minutes **ToDo** **1** **⋮**
Inspection of the CNC machine spindle
- OPERATIONS - 4**
- OP-22344** 30 m **1**
Inspect the oil pump
- OP-22367** 10 m **1**
Check on the main line for the Pressure Reading
- OP-22382** 1 h 30 m **1**
Change the pump to the new one **Wrench x1**
- OP-22383** 20 m **1**
Inspect the new pump and enter the new readings

A vertical grey bar labeled 'Lunch' is visible at the bottom left of the grid.

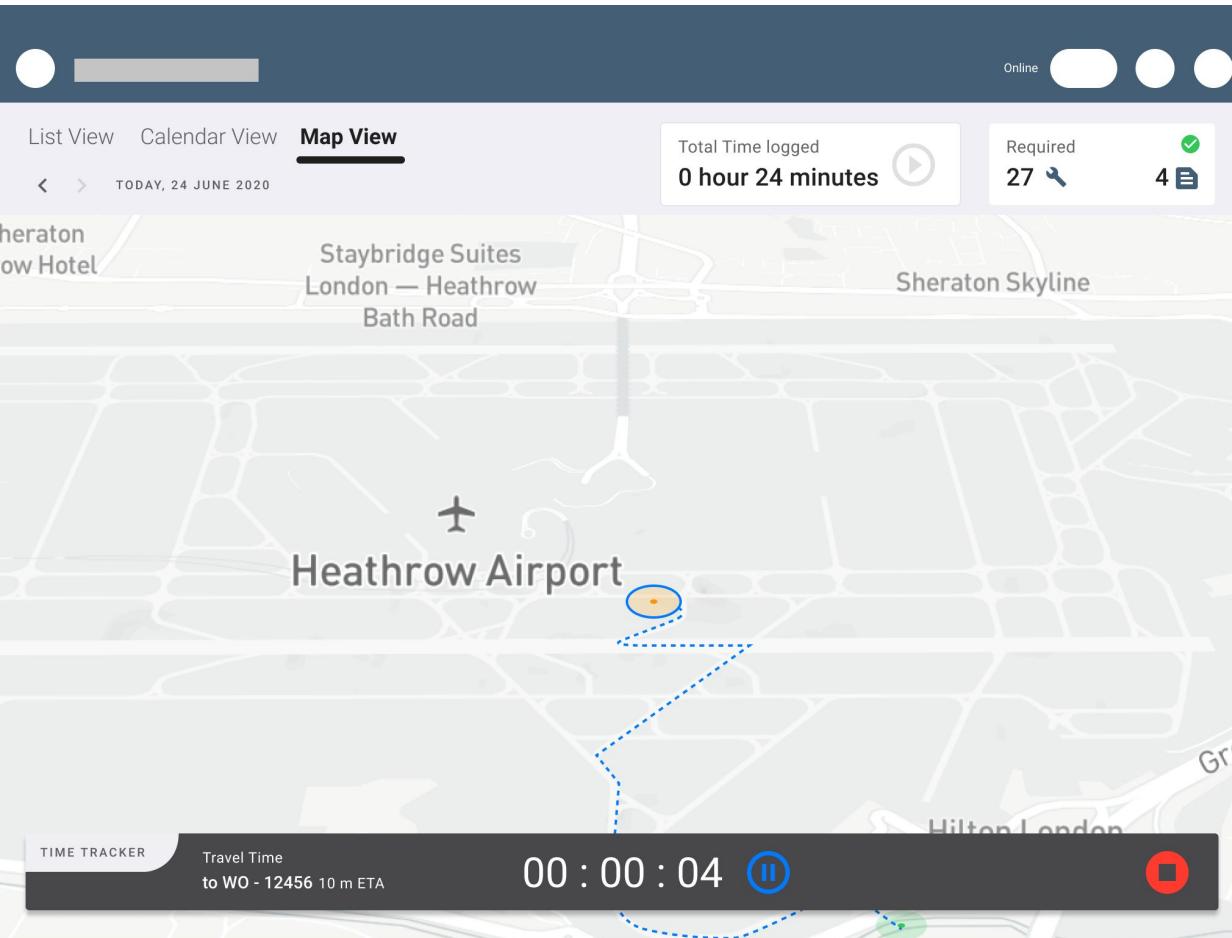
4. Kevin view the upcoming Work Order scheduled on the map.

The application displays a map of the Heathrow area with several work order locations marked by orange circles. A blue circle highlights one specific location near the airport. To the right, a detailed list of work orders is shown:

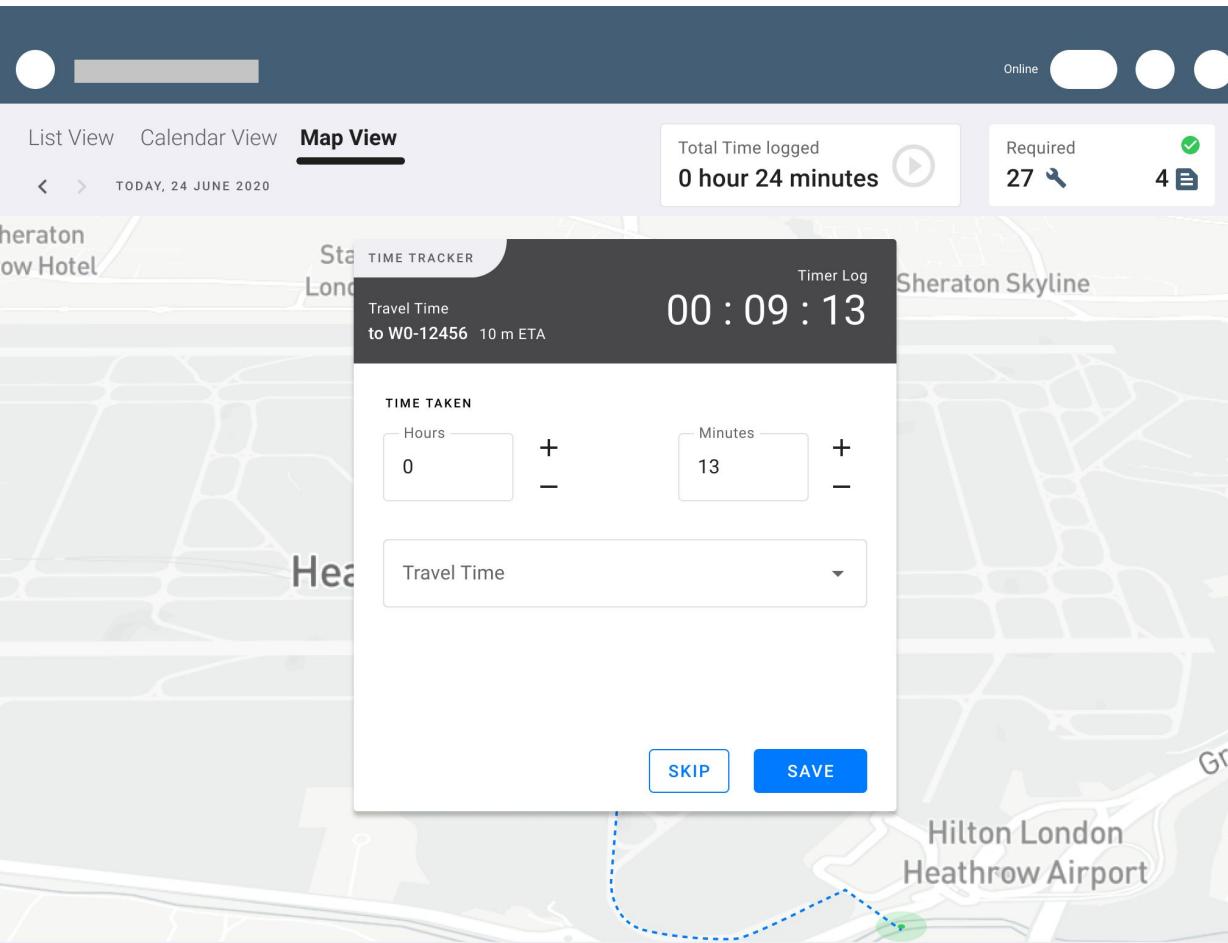
- 123456** High
2 hour 30 minutes ToDo ↑ ⋮
Inspection of the CNC machine spindle
- OP-22344**
30 m
Inspect the oil pump
- OP-22367**
10 m
Check on the main line for the Pressure Reading
- OP-22382**
1 h 30 m
Change the pump to the new one ✖1
- OP-22383**
20 m
Inspect the new pump and enter the new readings

At the top of the screen, there are navigation buttons for "List View", "Calendar View", and "Map View" (which is currently selected). The top right features an "Online" toggle switch and three circular icons. The date "TODAY, 24 JUNE 2020" is also visible. The bottom left has zoom controls (+ and -).

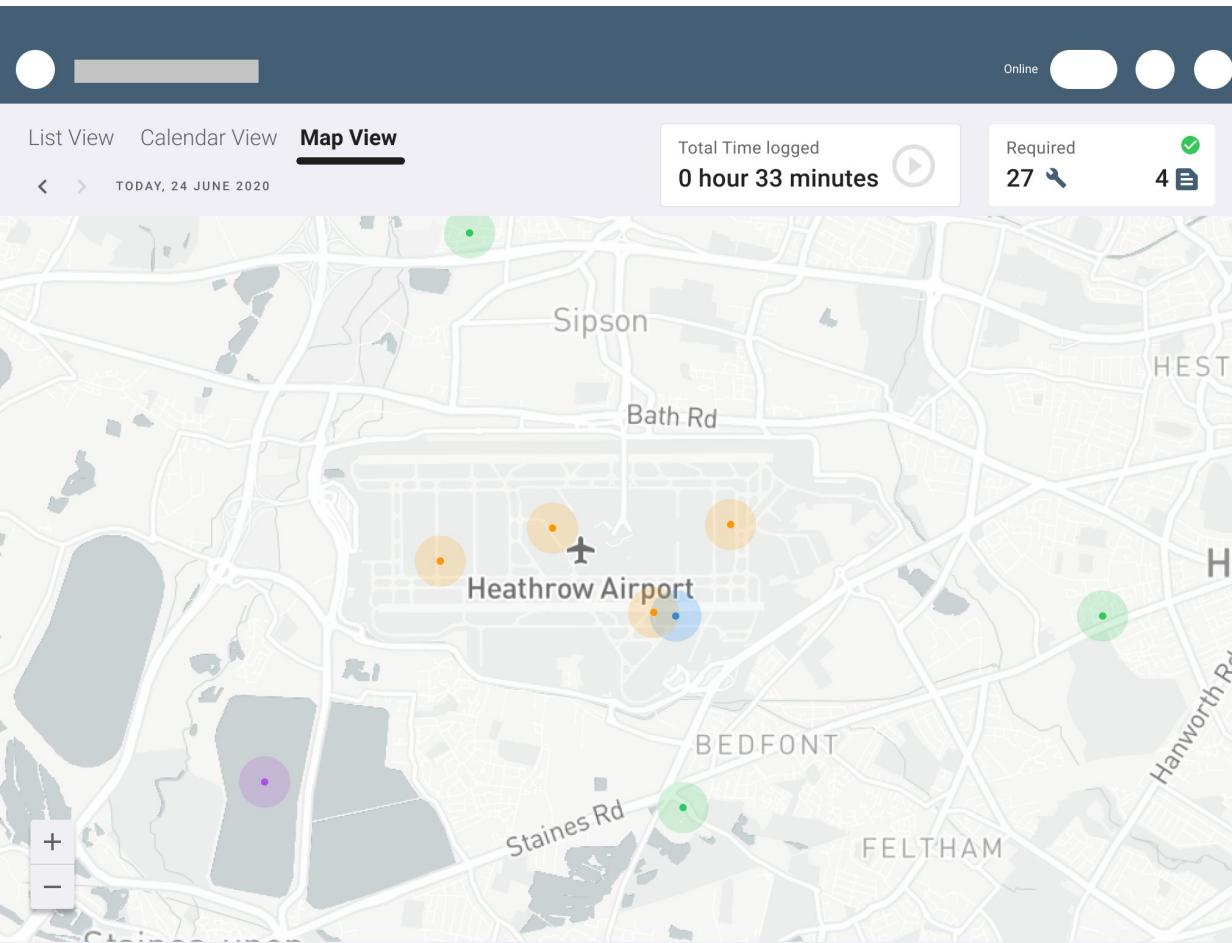
4. Kevin drives to Field location



Kevin arrives at Field location (WO-12456) and logs the time.



Time logged. Kevin is at Field location (WO-12456). He has to start the day's first WO.



Kevin is at Field location (WO-12456). He has to start the day's first WO. He views the Work Order.

The screenshot shows a mobile application interface for managing work orders. At the top, there are three circular icons (white, grey, and white) and an 'Online' toggle switch. Below the header, there are three navigation tabs: 'List View', 'Calendar View' (which is selected), and 'Map View'. Underneath these are three buttons: 'Day' (selected), 'Week', and 'Month'. The date 'TODAY, 24 JUNE 2020' is displayed. The main area is a calendar grid from 6 am to 10 am. A blue box highlights the 7 am slot. To the right of the grid, a summary box shows 'Total Time logged 0 hour 33 minutes' with a play button icon, 'Required 27' with a wrench icon, and '4' with a clipboard icon. A detailed list of tasks follows:

- 123456** [High] 2 hour 30 minutes **ToDo** **...**
Inspection of the CNC machine spindle
- OPERATIONS - 4**
- OP-22344** 30 m **...**
Inspect the oil pump
- OP-22367** 10 m **...**
Check on the main line for the Pressure Reading
- OP-22382** 1 h 30 m **...**
Change the pump to the new one **x1**
- OP-22383** 20 m **...**
Inspect the new pump and enter the new readings

Below the tasks, the grid continues with 'Lunch' indicated by a striped pattern in the 7 am slot.

Kevin views the Work Order (WO-12456). He starts with first operation.

The screenshot shows the SAP Asset Manager Work Order Details screen for Work Order WO-12456. The top navigation bar includes 'Online' status, three circular icons, and a 'ToDo' button. The main header displays the work order number 'WO - 12456' and a brief description: 'Change and Inspection of the Oil pump on the main line.' A priority indicator 'High' shows an estimated duration of '2h 30m'. Below the header are tabs for 'OPERATIONS' (selected), 'COMPONENTS' (with a green checkmark), and 'PERMITS' (with a green checkmark). A search bar and 'FILTER & SORT' options are also present. The main content area lists the first operation: 'OP-22344 Inspect the oil pump' with an estimated time of '30 m'. To the right of this entry is a blue circular arrow icon. Below the operation details, there is a section titled 'Instructions for the operation' followed by five horizontal gray bars representing the text content. At the bottom left are links for 'Forms' and 'Attachments', each accompanied by a small gray square icon.

Online

W O - 12456

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m

OPERATIONS COMPONENTS ✓ PERMITS ✓

SEARCH FILTER & SORT

OP-22344 Estimated Time
Inspect the oil pump 30 m

Instructions for the operation

Forms Attachments

OP-22367 Estimated Time
Inspect the oil pump 10 m

Instructions for the operation

Work Order Details sections
(on SAP Asset Manager)

- Location
- Operations - ✓
- Equipment
- Functional Location
- Notification
- Parts - ✓
- Documents
- Notes
- Related Notifications
- Object List

Work Order Details sections
(on mWO)

- Header
- Signature
- Maps
- Electrical Service
- Operations - ✓
- Components
- Inspection Checklist
- Forms

Online  

← WO - 12456

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m

OPERATIONS ✓ **COMPONENTS** ✓ **PERMITS** ✓

  FILTER & SORT

OP-22344 Estimated Time
Inspect the oil pump 30 m  

Instructions for the operation



Forms  Attachments 

OP 22347 Estimated Time
TIME TRACKER Wrench Time
WO - 12456

00 : 00 : 04 



Instructions for the operation

Online

← WO - 12456

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m

OPERATIONS **COMPONENTS**

Wrench Time to OP-22344 30 m ETA

TIME TRACKER

Timer Log 00 : 28 : 13

Wrench Time

TIME TAKEN

Hours 0 + Minutes 28 -

Wrench Time

SKIP SAVE

OP-22344 Inspect the oil pump Estimated Time 30 m

Instructions for the operation

Forms Attachments

OP-22367 Inspect the oil pump Estimated Time 10 m

Instructions for the operation

Kevin is working on (WO-12456) / operation-22344 completed

Online  

← WO - 12456

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m | 28 m logged

OPERATIONS ✓ **COMPONENTS** ✓ **PERMITS** ✓ 

OP-22344 Completed	Estimated Time 30 m	Time Logged 28 m 12 sec	
--	------------------------	----------------------------	---

OP-22367	Estimated Time 10 m	
----------	------------------------	---

Instructions for the operation

Forms



OP-223682 Estimated Time 

WO-12456 completed, kevin is taking a tea break

Online   

← WO - 12456

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m | completed in 2h 20m 24s

OPERATIONS COMPONENTS  PERMITS  

OP-22344 Completed Inspect the oil pump	Estimated Time 30 m	Time Logged 28 min 12 sec	
OP-22367 Completed Check on the main line for the Pressure Reading	Estimated Time 10 m	Time Logged 12 min	
OP-22682 Completed  Change the pump to the new one	Estimated Time 1h 30 m	Time Logged 1 hour 20 min	
OP-22383 Completed Inspect the new pump and enter the new readings	Estimated Time 20 m	Time Logged 20 min 12 sec	

UPCOMING

123459 Med.	30 minutes
Inspection of the CNC machine spindle	

 DISMISS (5)  VIEW

Kevin is focussing on the next work order scheduled WO-123459

Online

List View **Calendar View** Map View

Day Week Month

TODAY, 24 JUNE 2020

6 am

7 am

8 am

9 am

10 am

Total Time logged
2 hour 24 minutes

Required
27

4

123459 Med 30 minutes

ToDo

Inspection of the CNC machine spindle

OPERATIONS - 2

OP-22232 10 m

Disconnect the CNC machine from the Main

OP-22298 10 m

Inspect the CNC machine spindle for any failure and note the CNC fuil levels

Lunch

Kevin locates WO-123459 via the indoor map.

The screenshot shows a mobile application interface for managing work orders. At the top, there are three circular icons (white, grey, and blue) followed by an 'Online' toggle switch and two more circular icons. Below this, there are three navigation tabs: 'List View', 'Calendar View', and 'Map View', with 'Map View' being the active tab. A date indicator 'TODAY, 24 JUNE 2020' is also present. The main area features a map of an industrial facility with several tunnels and walkways. Two locations are highlighted with yellow circles: one on the left near the 'Airsides Rd Tunnel' and another on the right near the 'Arrow Cargo Tunnel'. To the right of the map, a summary box displays 'Total Time logged 2 hour 24 minutes' with a play button icon, 'Required 27' with a wrench icon, and '4' with a clipboard icon. A detailed list of tasks for Work Order 123459 follows:

- 123459** Med. 30 minutes **ToDo** **▲** **⋮**
 - Inspection of the CNC machine spindle
- OPERATIONS - 2**
- OP-22232** 10 m
 - Disconnect the CNC machine from the Main
- OP-22298** 10 m
 - Inspect the CNC machine spindle for any failure and note the CNC fuel levels

Now the same cycles repeat were in he start the each operation in the Work Order and closes it.

Kevin closes all Work Orders

Online

WO - 12936

Change and Inspection of the Oil pump on the main line.

High estimated 2h 30m | completed in 2h 20m 24s

OPERATIONS COMPONENTS ✓ PERMITS ✓

OP-22344 Completed
Inspect the oil pump

OP-22367 Completed
Check on the main line for the Press

OP-22682 Completed ✎
Change the pump to the new one

OP-22383 Completed
Inspect the new pump and enter the

OP-22383 Completed
Inspect the new pump and enter the new readings

Estimated Time 20 m

Time Logged 20 min 12 sec

Completed

Great !

All Work orders Completed

CLOSE

VIEW TIME LOG

Time Logged 28 min 12 sec

Time Logged 12 min

Time Logged 1 hour 20 min

Time Logged 20 min 12 sec

Kevin view the time logs against the scheduled time. Adjusts or adds new time on the logger.

Time Logged - 6 hour 23 minutes

6 am

7 am

8 am

9 am

10 am

Lunch

Wrench Time

Travel Time

Inspection Time

Other Time

ADD TIME

Online

Adding time in Upwork

Ford F-150 Oil Change - 30,000 mile service

Add Time

Assigned to: Anshul Singh (Admin) Hourly Rate: \$ 0.00

Include the hourly rate in the total cost: This will add a new cost item to total cost spent on the Work Order.

Work Started at: Jun 11th 2020, 3:10 pm Duration: 0 hours 0 minutes

Include this time in the total time: This will add the duration to the total time spent on the Work Order.

Timer Category: Other Time

Vendor Time

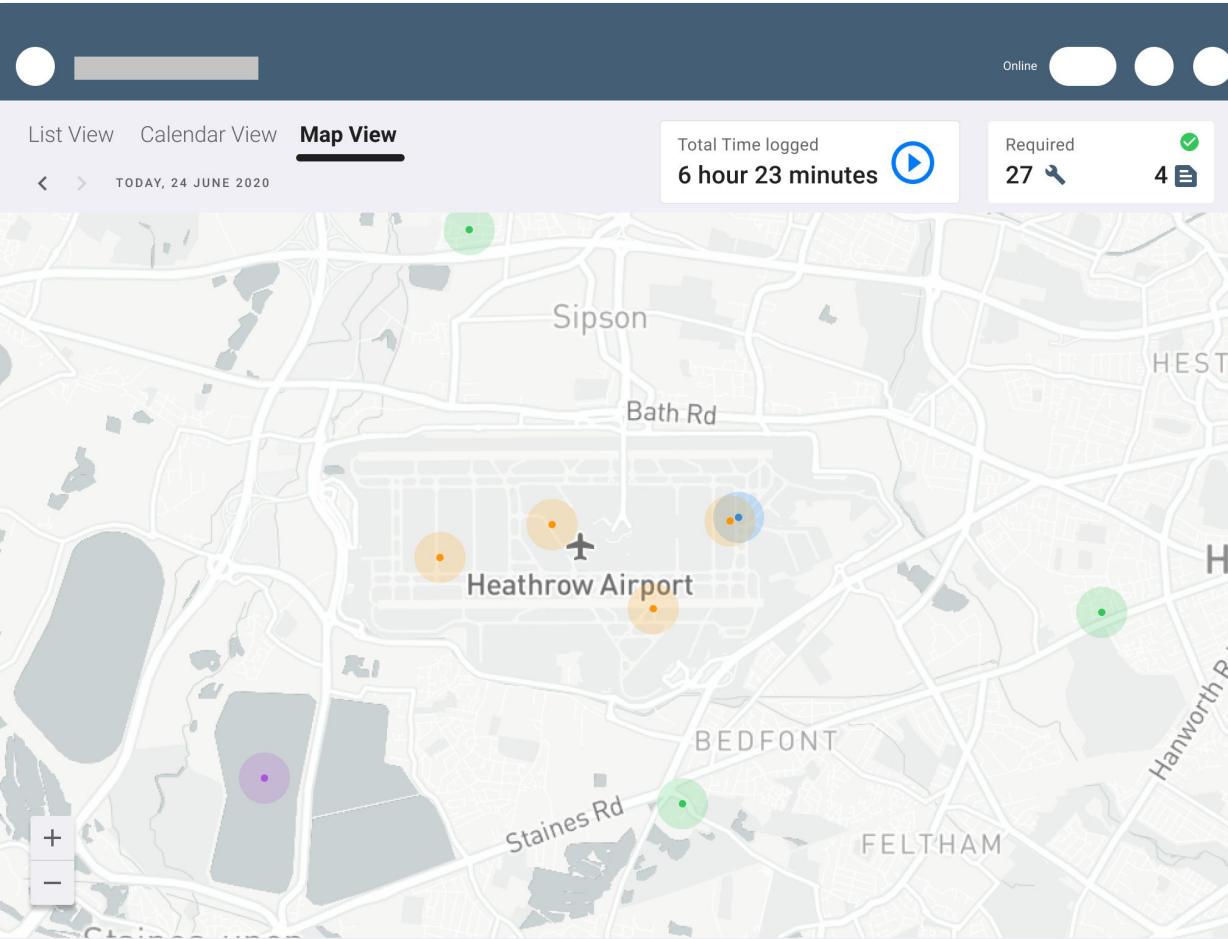
Wrench Time

Other Time

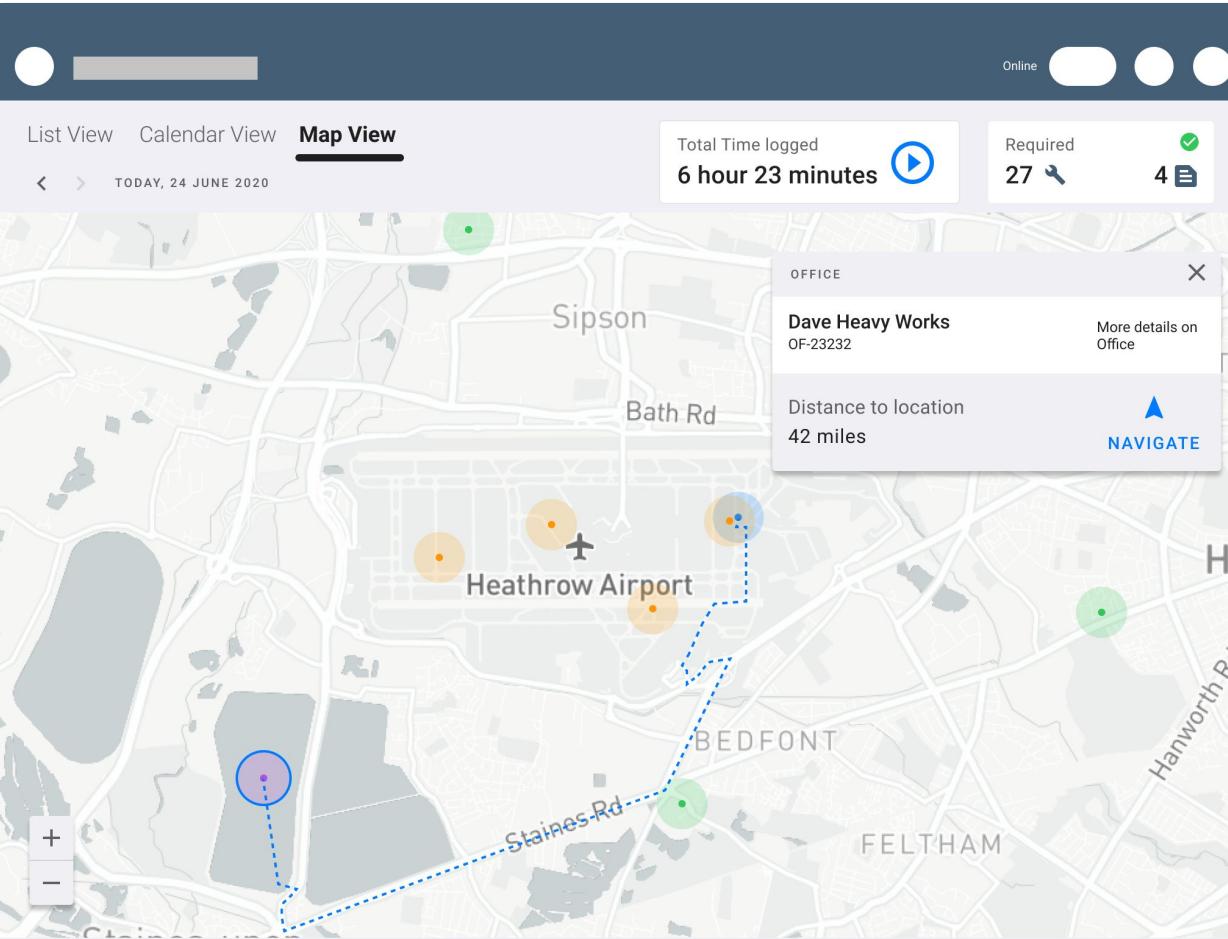
Drive Time

Inspection Time

Kevin complete the logging. Now he views the map.



Kevin has to go back now back to the office. He views the location.



Kevin is now leaving for office.

Online

List View Calendar View **Map View**

< > TODAY, 24 JUNE 2020

Total Time logged
6 hour 23 minutes

Required
27 4

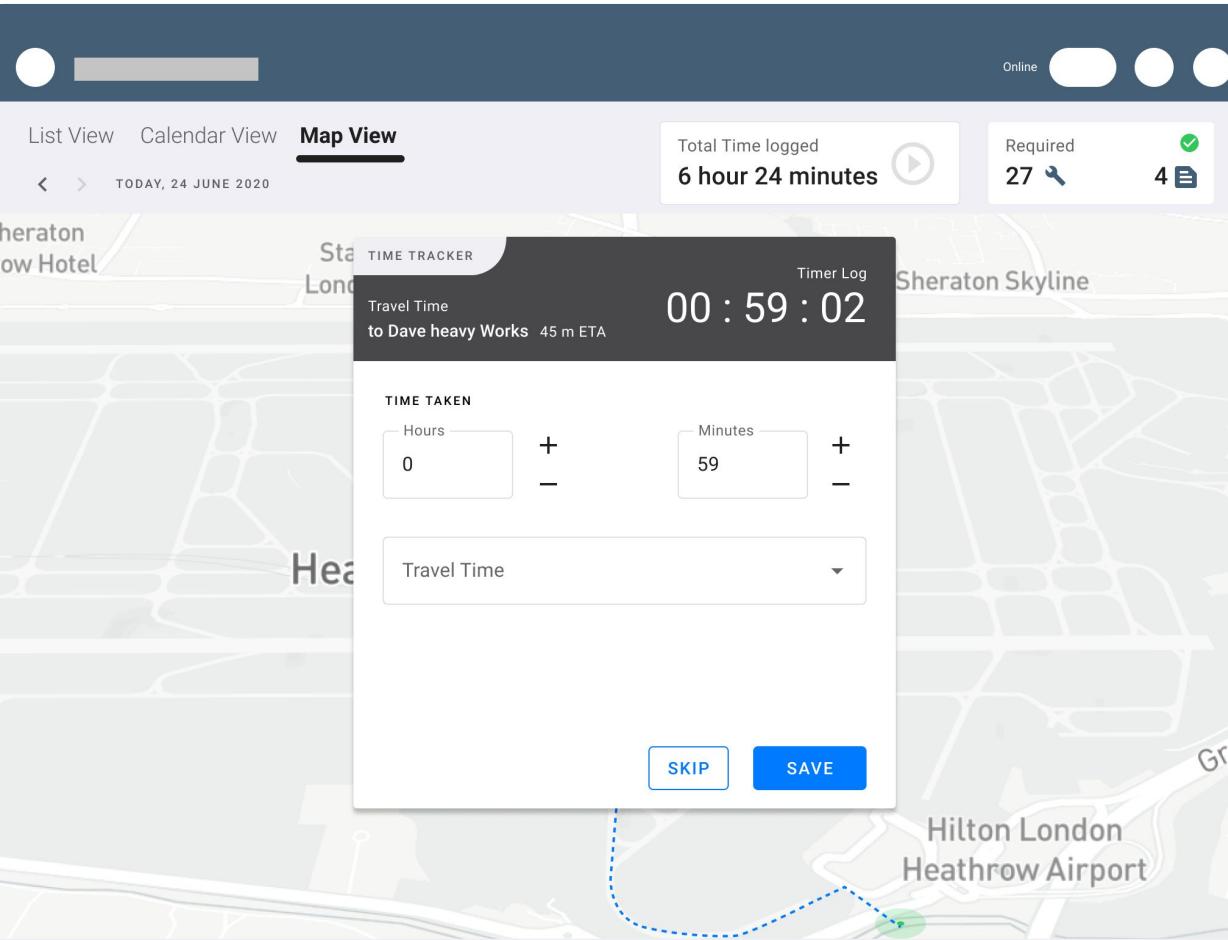
The map shows a route starting from Staybridge Suites London - Heathrow, passing through Bath Road, and ending at Heathrow Airport. A blue dashed line indicates the path, and a red square button is visible at the end of the line. Labels include "Staybridge Suites London - Heathrow", "Bath Road", "Sheraton Skyline", "Heathrow Airport", and "Hilton London".

TIME TRACKER

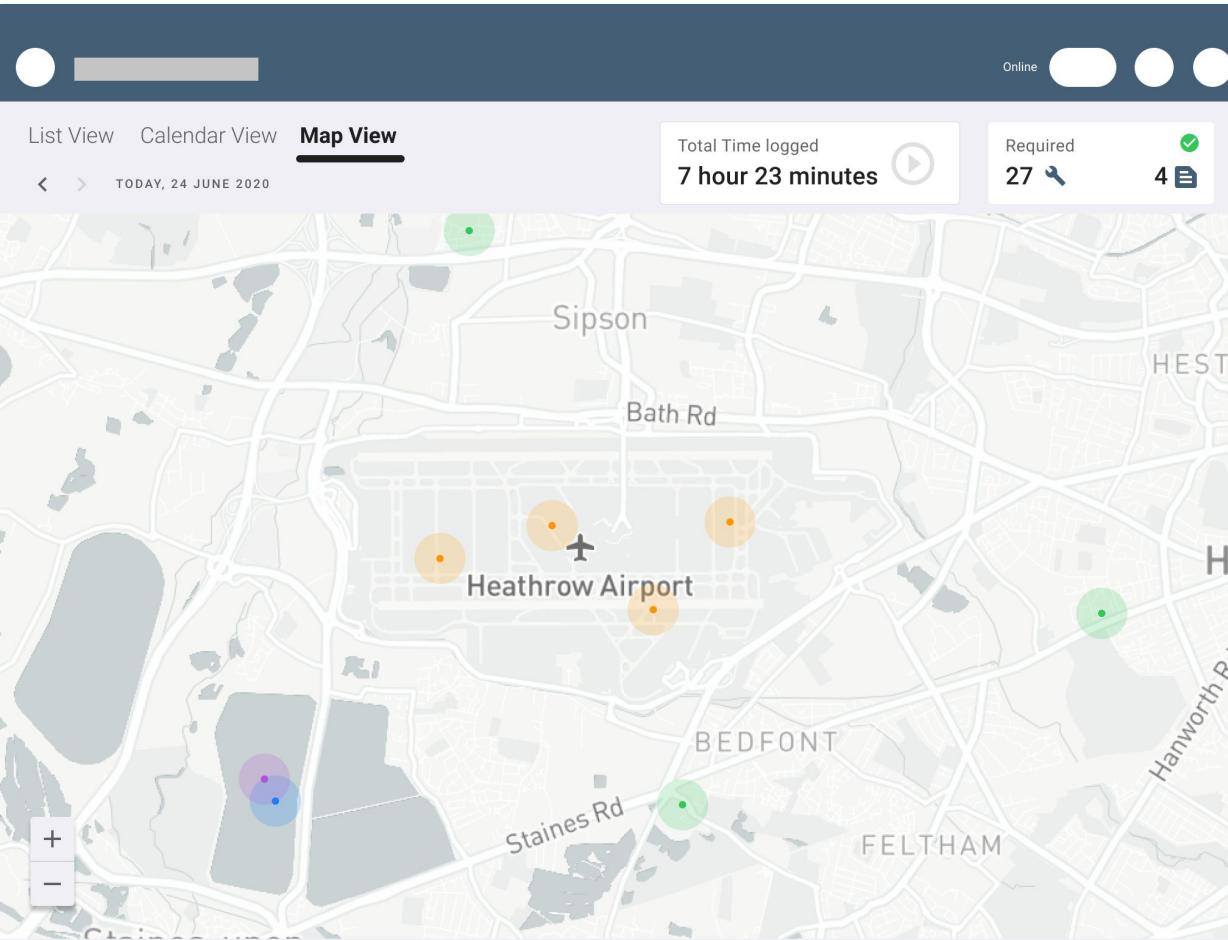
Travel Time
to Dave Heavy works 45 m ETA

00 : 00 : 04

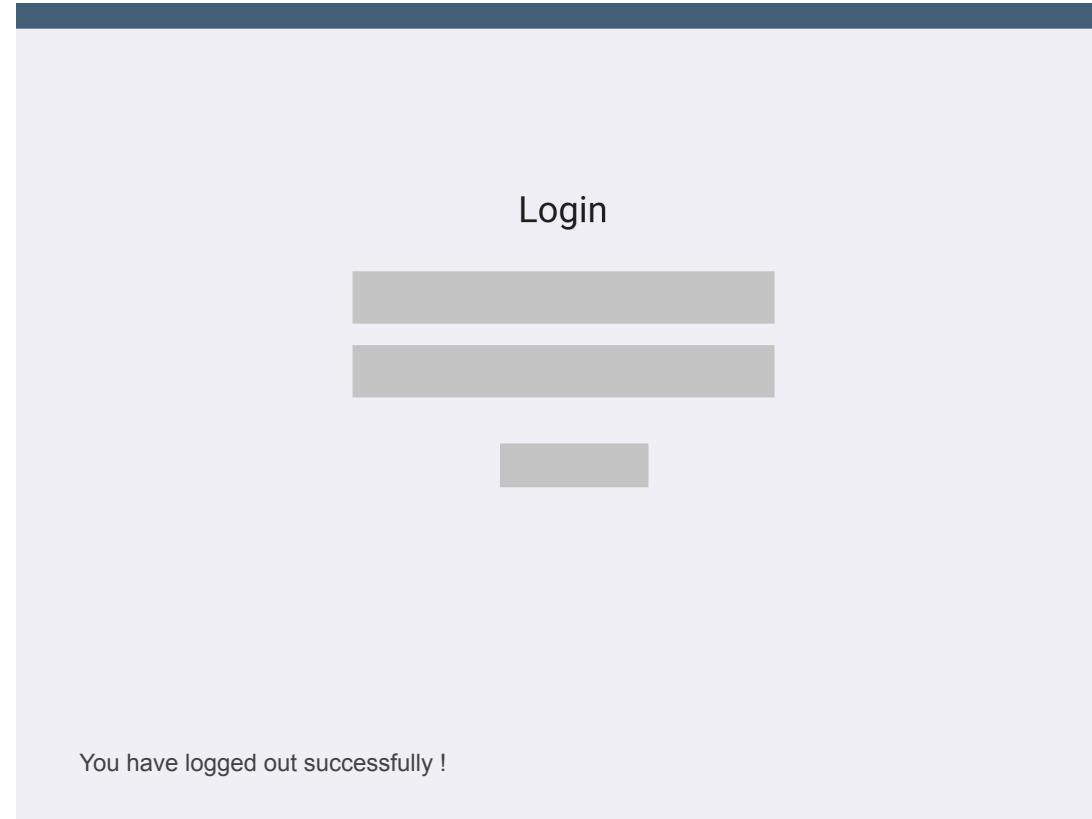
Kevin reached the office. He can save this travel time.



Kevin logs the time and he is done for the day.



Kevin logs out and keep back the tablet in his locker room. Leaves for home.



FILTER

Priority

Only me

Shared Work Orders

WO Status

Favourite

Date

High

ToDo

Medium

In Progress

Low

On Hold

Completed

SORT

Priority

Distance

High to Low Highest to Lowest

Low to High Lowest to Highest

OTHER OPTIONS

Show Operations