



# **TEAMCENTER**

## **Service Work Instruction**

Service Lifecycle Management 2412

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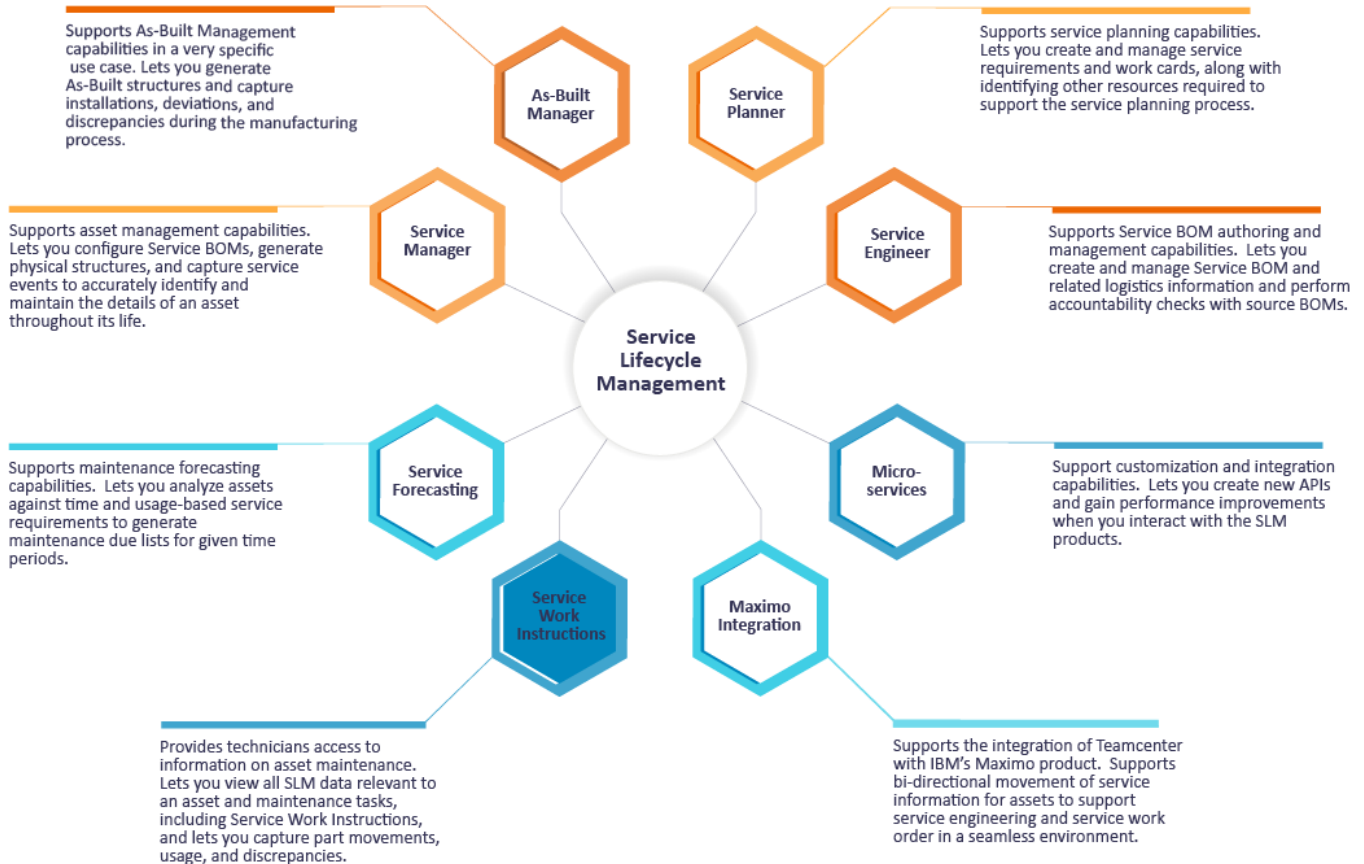
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# 1. Service Lifecycle Management

## Service Work Instruction

With Service Work Instruction, you can capitalize on the reuse of product knowledge from engineering and manufacturing processes to improve service planning and execution, and provide feedback to engineering to improve product designs for serviceability and reliability. You can also communicate and coordinate operational activities for greater compliance, faster service, and lower costs.



## Service Lifecycle Management products

Select a link below to access the help documentation for each product.

[Service Lifecycle Management on web client](#)

[Service Engineering](#)

[Service Manager](#)

[As-Built Manager](#)

Service Planner

Maximo Integration

Microservices for Service Lifecycle Management Integration

## 2. What's new in Service Work Instructions

### What's new in Service Work Instruction 2312

- You can **open a service requirement and view service instructions**, including images, videos, documents, and notes, while you work. You can see lists of parts and tools required to complete the tasks.

### What's new in Service Work Instruction 6.3

- On the Service Work Instruction page there is a section that contains a **Viewer**, which is **synchronized with the selection of parts** in the work instructions.
- As a service technician, you can **examine all of the reference information** associated with service work instructions.
- You can **examine all of the resources** needed to complete a task by selecting an instruction and reviewing the data in the **Parts, Tools, and Skills** tabs.



## 3. Service Work Instruction


Service Work Instruction (SWI) is a valuable method for technicians to receive instructions in an easy-to-use format while presenting the necessary information to finish the job right the first time. Technicians can see images, videos, documents, and notes (notes, cautions, and warnings) while working, and can see lists of parts and tools required to complete the tasks. SWI is generated directly from service requirements, work cards, and activities managed in Service Planner.

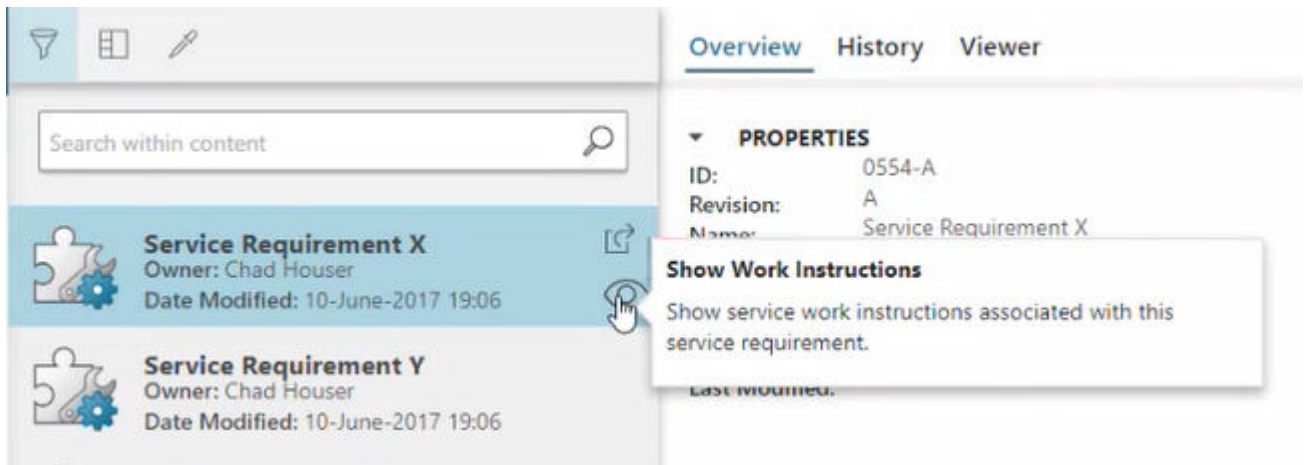


## 4. Open service requirement to view work instructions

You can open a service requirement and view service instructions, including images, videos, documents, and notes, while you work. You can see lists of associated parts and tools required to complete the tasks.

### Procedure

1. Use global search to find the service requirement you want to view.
2. Click **Show Work Instructions**  to open the service requirement in Service Work Instruction (SWI).



The SWI page opens and displays the associated service instructions files and information.

## 4. Open service requirement to view work instructions

The screenshot displays the Siemens Service Requirement X interface. At the top, the title bar reads "Service Requirement X" and the Siemens logo is in the top right corner. Below the title bar, there is a "Command | Task" section with a "data scope" label and navigation buttons for "< Previous Step" and "Next Step >".

The main content area is divided into two panes. The left pane, titled "Instructions", contains a list of tasks:

Name	Description
WC 0	
Warning 0	Make sure plane is completely choked to prevent any mis-happening.
Note 0	Complete all the tasks in the order it is shown here.
WC 1	Test Actuator to confirm it is in working condition.
Activity A	Weld part 1 to part 2.
Activity B	Make electrical connections and lay wiring on part 3.
WC 2	Record hydraulic pressure of NLG.
WC 3	Record tire pressure.

Below the instructions, there are sections for "Parts", "Tools", and "Skills & Qualifications". The "Parts" section contains a table with columns for "Rev Name", "Revision", "Item Id", "Find No.", "Item Description", and "Net".

Rev Name	Revision	Item Id	Find No.	Item Description	Net
ADE-10001249/A,1-L					
ADE-10001234/A,1-L					

The right pane, titled "Viewer", shows a 3D CAD model of a mechanical assembly with yellow hydraulic hoses and a grey actuator. The viewer includes a "References" tab and navigation controls for "Full" and "Screen" views.

# 5. Review instructions in service requirement


Open a service requirement to review the instructions within that service requirement.

The instructions can contain (1) work cards, (2) warnings, (3) notes, and (4) activities.

Command | Task  
data scope

Frequency: Value      Fault Code: Value1, Value2, Value3      Description: Value lorem ipsum dolor lorem ipsum dolor k

Name	Description
WC 0	
Warning 0	Make sure plane is completely choked to prevent any mis-happening.
Note 0	Complete all the tasks in the order it is shown here.
WC 1	Test Actuator to confirm it is in working condition.
Activity A	Weld part 1 to part 2.
Activity B	Make electrical connections and lay wiring on part 3.
WC 2	Record hydraulic pressure of NLG.
WC 3	Record tire pressure.

1. Click  and choose one of the options to modify the way the instructions are displayed.
  - **All**—Display all of the instructions in the service requirement.
  - **Steps**—Display one step at a time.
  - **Diagram**—Display the instructions in a hierarchical diagram.
2. Click **Previous Step** and **Next Step** to move from one instruction to another.
3. Select an instruction step to see the **Parts**, **Tools**, and **Skills** needed to complete the task.

**Instructions** Full  
Screen

Name	Description
WC 0	
Warning 0	Make sure plane is completely choked to prevent any mis-happening.
Note 0	Complete all the tasks in the order it is shown here.
WC 1	Test Actuator to confirm it is in working condition.
Activity A	Weld part 1 to part 2.
Activity B	Make electrical connections and lay wiring on part 3.
WC 2	Record hydraulic pressure of NLG.
WC 3	Record tire pressure.

**Parts** Tools Skills

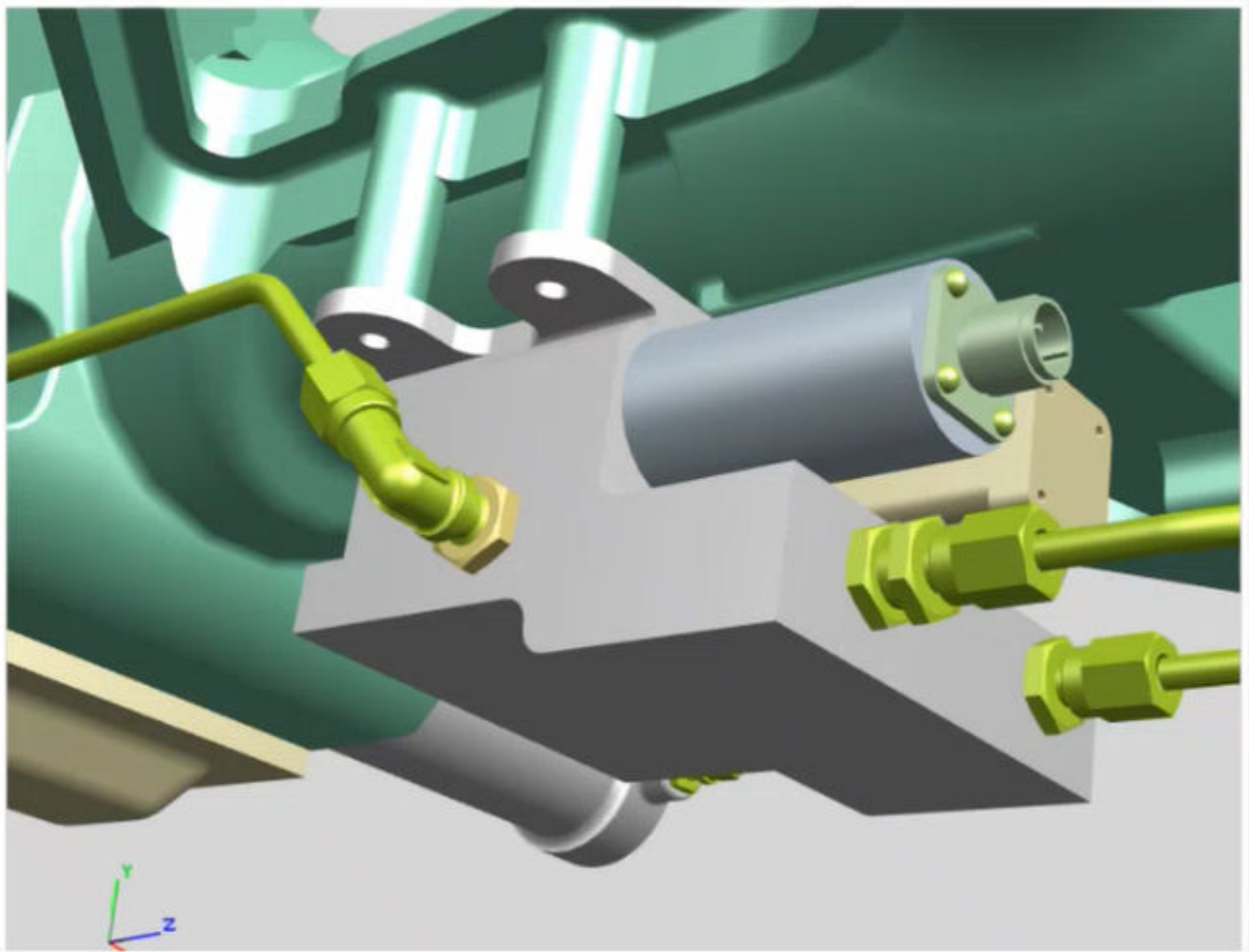
Rev Name	Revision	Item Id	Find No.	Item Description	Net
ADE-10001249/A;1-L					
ADE-10001234/A;1-L					

On the right side of the page is a section that includes tabs containing a **Viewer** and **References**. The information in these tabs updates to show the data for the selected instruction.



Viewer References



















Full  
Screen





# 6. Examining work instruction resources

As a service technician, you can examine all of the resources needed to complete a task by selecting an instruction and reviewing the data in the **Parts**, **Tools**, and **Skills** tabs.

Parts	Tools	Skills																														
<table border="1"><thead><tr><th>Rev Name</th><th>Revision</th></tr></thead><tbody><tr><td> ADE-10001249/A;1-L</td><td></td></tr><tr><td> ADE-10001234/A;1-L</td><td></td></tr></tbody></table>	Rev Name	Revision	 ADE-10001249/A;1-L		 ADE-10001234/A;1-L		<table border="1"><thead><tr><th>Name</th></tr></thead><tbody><tr><td>Wrench 11/16"</td></tr><tr><td>Hex Key 7/32"</td></tr></tbody></table>	Name	Wrench 11/16"	Hex Key 7/32"	<table border="1"><thead><tr><th>Parts</th><th>Tools</th><th>Skills</th></tr></thead><tbody><tr><td> Skill 1</td><td></td><td>Skill 1</td></tr><tr><td> Skill 2</td><td></td><td>ID: JM01</td></tr><tr><td> Qual 3</td><td></td><td>Revision: A</td></tr><tr><td> Skill 4</td><td></td><td>Name: Junior Mechanic</td></tr><tr><td></td><td></td><td>Description: He can turn Wrenches</td></tr><tr><td></td><td></td><td>Discipline: Motor Domestic Cabinet</td></tr></tbody></table>	Parts	Tools	Skills	 Skill 1		Skill 1	 Skill 2		ID: JM01	 Qual 3		Revision: A	 Skill 4		Name: Junior Mechanic			Description: He can turn Wrenches			Discipline: Motor Domestic Cabinet
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 Skill 2		ID: JM01																														
 Qual 3		Revision: A																														
 Skill 4		Name: Junior Mechanic																														
		Description: He can turn Wrenches																														
		Discipline: Motor Domestic Cabinet																														

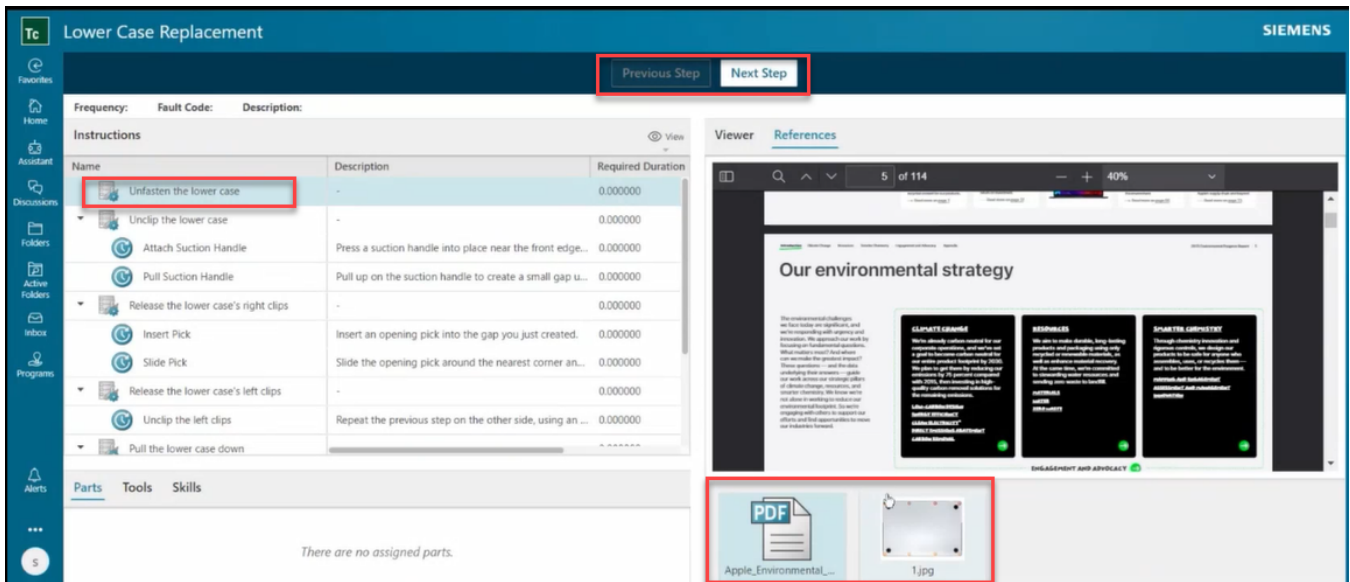


# 7. Reviewing reference information

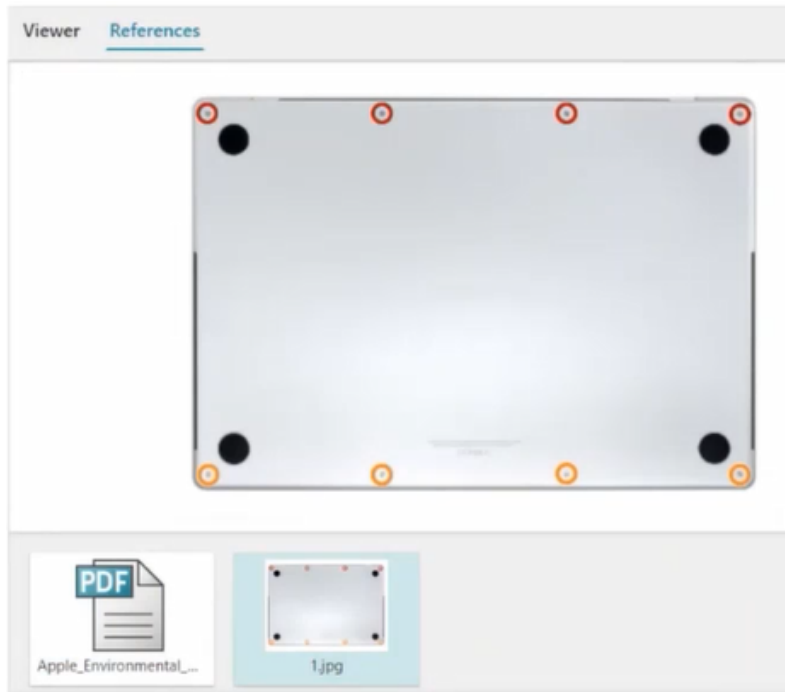
As a service technician, you can examine all of the reference information associated with service work instructions.

Work instructions can be supported with reference files, such as images, animations, PDFs, and other types of documents.

You can review the reference objects by selecting a work instruction on the Service Work Instruction page. You can use **Previous Step** and **Next Step** to move between work instructions. The **References** tab displays the reference objects for the selected work instruction.



You can also click **Previous Step** and **Next Step** to move between reference objects. You select the reference object to see a preview in the viewer.



When you select a part to preview, it is highlighted in the viewer.

Previous Step
Next Step

Frequency:    Fault Code:    Description:

**Instructions** View

Name	Description
WorkCard1	-
WorkCard2	-
WorkCard3	-
WorkCard4	-

**Parts**    Tools    Skills


Item Id	BOM Line Name	Item Description	Oc
035081	035081/A:1-Wheel_P1		
035082	035082/A:1-Wheel_P2		
035083	035083/A:1-Wheel_P3		

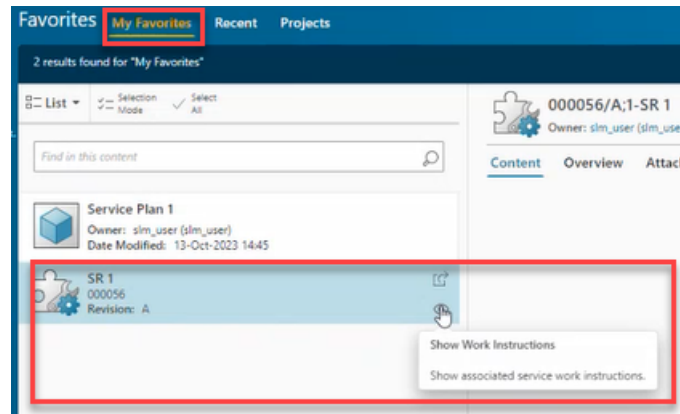
**Viewer**

Zoom to Selection
Create Snapshot
Fit
Select by Rectangle
Select by...
Hide All
Visibility Controls
Rotate
Standard Views

## 8. Accessing work instructions from My Favorites and Service Plan pages

You can access work instructions from the **My Favorites** page.

You select **Show Work Instructions**  from the work service requirement you saved to **My Favorites** to access the Service Work Instruction page.



You can also access work instructions from the **Service Planning** page.

You select **Show Work Instructions**  from the **Service Plan** panel.

## 8. Accessing work instructions from My Favorites and Service Plan pages

**Define Service Plan** | Time Unit: second | SIEMENS

Enable selection sync between SBOM and Parts view

Element	ID	Revision
Car	035070	A
Frontline	035071	A
Wheel	035072	A
ElectUnit	035073	A
Assembly	035074	A
Others	035075	A
Bonnet	035076	A

Name	Item ID
Car_SP	035087
Car_SP_SR1	035088
Car_SP_SR2	035089
Car_SP_SR3	035090

**3D Overview** | Service Properties

Zoom to Selection | Create Snapshot | Fit | Select by Rectangle | Select by... | Hide All

Parts | Tools | Skills & Qualifications

*There are no assigned parts.  
Drag and drop a part to assign.*