# Table of Contents

About........................................................................................................................................1
Link ............................................................................................................................................1
Service Connection Platform Demo Login ..................................................................................1
Service Connection Platform Production Login ..........................................................................1
User Interface.............................................................................................................................2
Common Functionality..............................................................................................................2
Overview (ABB) Tab....................................................................................................................4
Contract Tab – Contract Overview (Entitlements) ........................................................................5
Rapid Response (RR) Tab - Item and Parts Life Cycle Status .....................................................6
Life Cycle Management (LCM) Tab – Service Activity...............................................................8
   Additional LCM Tab Functionality...........................................................................................9
Site Work Order Summary Dashboard ......................................................................................9
Performance Improvement (PI) Tab............................................................................................12
   Manual Extended Advisors....................................................................................................12
   Digital Extended Advisors......................................................................................................14
Operational Excellence (OE) Tab – Performance Accelerators ................................................15
Self-Assessment (SE) Tab (Conn Eng)......................................................................................16
   Take a Skills Assessment .......................................................................................................16
   Previous Survey Results – Individual View..........................................................................17
   Site Functions/Skills/Training – Team View.........................................................................18
Support Tab................................................................................................................................20
Revision History.........................................................................................................................21
About

The ABB Service Connection Platform (SCP) is hosted on Grafana and is a dashboard that syncs with ServicePro, SalesForce, Business On Line (BOL) orders, and the Learning Management System on a weekly basis. Use this tool to quickly visualize service activity, parts, and contract data.

If support is needed, send an email to us-theabbconnectedengineer@abb.com

This dashboard is constantly evolving. Screens may vary slightly but functionality is similar.

Link

The link to the tool is
https://serviceabilitydashboards.industrial-automation-service.abb.com/serviceabilitydashboards/login

Service Connection Platform Demo Login

There is a demo with de-identified data and site information that can be used for demonstration purposes that does not share any proprietary information. Not all functionality described in this document is present for the demo.

The link to the tool and the demo are the same. If you are logged in to production of the SCP, log out by clicking in the bottom left corner. Or, start an incognito session in Chrome or in private session in Edge by selecting the icon in the upper right.

Log in to the demo version (case sensitive) using Chrome or Edge browser.

User Name: SiteUser
Password: SiteDemo

When using Digital Extended Advisors on PI tab of the demo, you will be leaving the SCP and going to ABB Ability. Use the same user name and password for this login when prompted.

Service Connection Platform Production Login

For tool to function properly, use Chrome or Edge browsers. Log in to the tool by selecting the Sign in with OAuth button. Currently, other methods are available but should not be used.

Non-ABB emails can be set up with an ABB account by going HERE.

When logging in, the user is taken to the Overview (ABB) tab. This view provides a general overview for a selected site. Further details about this tab are discussed in section Overview (ABB) Tab below.
User Interface

<table>
<thead>
<tr>
<th>Item</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dashboard Tabs</td>
<td>Select various tabs for desired functionality. The contract management and sales tabs are only visible for specified users.</td>
</tr>
<tr>
<td>2</td>
<td>Filter Options</td>
<td>Select dropdowns to filter results.</td>
</tr>
<tr>
<td>3</td>
<td>Breadcrumb Trail</td>
<td>Use for navigation.</td>
</tr>
<tr>
<td>4</td>
<td>Favorites</td>
<td>Select to save favorite dashboards.</td>
</tr>
<tr>
<td>5</td>
<td>Share</td>
<td>Share and customize dashboards with these options.</td>
</tr>
<tr>
<td>6</td>
<td>View Mode</td>
<td>Select to toggle between cycle view mode (less options) and kiosk mode.</td>
</tr>
<tr>
<td>7</td>
<td>Time Range</td>
<td>Select time range from presets or customize a range. Depending on view, carats may be present to move up or down to the next time range.</td>
</tr>
<tr>
<td>8</td>
<td>Zoom Out Range</td>
<td>Click to expand time range (not view).</td>
</tr>
<tr>
<td>9</td>
<td>Navigation</td>
<td>Use this to switch to other views (tabs) and keep the site selected. Switching views by using the tabs will deselect the site.</td>
</tr>
<tr>
<td>10</td>
<td>Overview</td>
<td>Use this to change overview views.</td>
</tr>
<tr>
<td>11</td>
<td>Launch Quick Start Guide</td>
<td>Select to launch the latest version of this document from the ABB Library.</td>
</tr>
</tbody>
</table>

Common Functionality

The dashboard opens with several panels. Sites that the user has permissions to will be visible. If there are sites not present that should be, email us-theabbconnectedengineer@abb.com.

The following functionality is common across all tabs.

1. Hover over the title of any panel and select the dropdown icon in any panel to open this menu:

   ![Menu Icon]

   **View** expands the panel to the entire screen. Click **Esc** from keyboard to revert.

   **Share** allows for these customizable share options of panel details.
2. Select any blue text at the top of a column to sort content in ascending or descending order.

3. Select data from legends to remove data from the pie chart.

4. Hover over the corner of any data block with this icon to View Details of the block.

5. Note the Navigation button. This can be used to select other tabs and maintain the current site selection.

**VERY IMPORTANT!** Using tabs to change views will deselect the current selected site. Use Navigation button to select other tabs and maintain current site selection.

6. Pie charts may not populate depending on screen size.
Overview (ABB) Tab

When logging into the Service Connection Platform (SCP), this is the default view. It provides a general overview for the selected site. Further details of this overview also display on other tabs.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Filter Options</td>
</tr>
<tr>
<td>2</td>
<td>Site Overview Selection</td>
</tr>
<tr>
<td>3</td>
<td>Contract Service Health</td>
</tr>
<tr>
<td>4</td>
<td>View Details</td>
</tr>
<tr>
<td>5</td>
<td>Site Case Number</td>
</tr>
<tr>
<td>6</td>
<td>Case Type</td>
</tr>
</tbody>
</table>
Contract Tab – Contract Overview (Entitlements)

This tab is only visible for managers, etc. Information on this tab should be viewed with discretion due to monetary and contract details. The available data on this tab is vast and this graphic is only a partial view.

1. **Contract View**

2. **Proposal Number**
   Select to view proposal details
Rapid Response (RR) Tab - Item and Parts Life Cycle Status

In this tab, view details from ServicePro for all the items and spare parts for sites. The dots on the map show all sites with part information. Data tables populate when you select a site from the map or list panels. This is powerful for selling Parts Fingerprints, Parts Gap Analysis, and Upgrade Candidates. BOL orders, lifecycle status, case links to SalesForce and case descriptions are also available from this tab.
<table>
<thead>
<tr>
<th></th>
<th>Filter Options</th>
<th>Select dropdowns to filter results.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Sites with Items Panels</td>
<td>Select a site from map or list panel to view RR details dashboard for item lifecycle percentage, lifecycle status, orders, spare part inventory and site cases. Sort tables by selecting blue text.</td>
</tr>
<tr>
<td>3</td>
<td>Spare Parts Panels</td>
<td>Select a site to view from map or list panel for RR details by spare parts.</td>
</tr>
<tr>
<td>4</td>
<td>BOL Orders Panels</td>
<td>Select a site to view from map or list panel for RR details by BOL orders.</td>
</tr>
<tr>
<td>5</td>
<td>Case Panels</td>
<td>Select a site to view from map or list panel for RR details by cases.</td>
</tr>
<tr>
<td>6</td>
<td>Data Refresh Dates</td>
<td>Dates when RR details were refreshed.</td>
</tr>
</tbody>
</table>
Life Cycle Management (LCM) Tab – Service Activity

In this tab, all work order, top incidents and service activity displays.

**Filter Options**
Select dropdowns to filter results.

**Site Map Panel**
Select a site to view dashboard for site work order summary details.

**Service Activity Compare**
This is not present for all users. Use this feature to compare service activity between selected sites.

**Open Work Orders Panel**
Displays the number of open work orders and the total contract hours for the selected time range. Select site contract to launch details which includes involved parties and eApprove Information.

**Detailed Hours Panels**
Further breakdown of hours by different categories (four total).

**Task Type Panels**
Displays task type data and frequency.

**Top Incidents**
Displays the top incidents for all sites or a specific site for a selected time range. Select an item name to view ABB sites with the same item failures and see comments and notes. This can help troubleshoot issues with what others have chosen for resolution.

**Users with Access**
Select user names to send email.

---

<table>
<thead>
<tr>
<th>#</th>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Filter Options</td>
<td>Select dropdowns to filter results.</td>
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<tr>
<td>2</td>
<td>Site Map Panel</td>
<td>Select a site to view dashboard for site work order summary details.</td>
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<tr>
<td>3</td>
<td>Service Activity Compare</td>
<td>This is not present for all users. Use this feature to compare service activity between selected sites.</td>
</tr>
<tr>
<td>4</td>
<td>Open Work Orders Panel</td>
<td>Displays the number of open work orders and the total contract hours for the selected time range. Select site contract to launch details which includes involved parties and eApprove Information.</td>
</tr>
<tr>
<td>5</td>
<td>Detailed Hours Panels</td>
<td>Further breakdown of hours by different categories (four total).</td>
</tr>
<tr>
<td>6</td>
<td>Task Type Panels</td>
<td>Displays task type data and frequency.</td>
</tr>
<tr>
<td>7</td>
<td>Top Incidents</td>
<td>Displays the top incidents for all sites or a specific site for a selected time range. Select an item name to view ABB sites with the same item failures and see comments and notes. This can help troubleshoot issues with what others have chosen for resolution.</td>
</tr>
<tr>
<td>8</td>
<td>Users with Access</td>
<td>Select user names to send email.</td>
</tr>
</tbody>
</table>
Additional LCM Tab Functionality.

1. Select any hyperlink under **Top Incidents** items to launch detailed incident summaries for all ABB sites with similar items.

![Image of LCM Tab Functionality]

2. Select a site from the map panel for site system summary. Select System from the Production Availability list for a component list of that system. Select any Item from the Incidents list for Site Incident details.

![Image of Site Work Order Summary Dashboard]

**Site Work Order Summary Dashboard**

1. To open a specific site work order summary dashboard, select a site from the Site Map Panel. Click **blue View Site Work Order Summary Dashboard** from upper right. Panels on this dashboard include:

   - Open Work Orders (not including PMs)
   - Total Adjusted Contracted Hours
   - Support Adjusted Service Hours
   - CM Hours per Asset
   - PM Hours per Asset
   - Support Hours per Asset
   - Maintenance Hours per Asset
   - Task Type Breakdown
2. From the Open Work Order panel on the left, click on any system to view the component list for a system. In addition, any incidents for that system are also detailed in this panel below the component list.

3. Change systems by selecting any system from the left panel.
4. From the Site Work Order Summary screen, select the blue **View Site System Summary Dashboard** toggle for this view.

From these panels, view:

- Production Availability Average
- System Availability Average
- OEM Preventative Maintenance % Complete
- Number of Incidents
- Total Incident Hours
Performance Improvement (PI) Tab

This tab displays

- Manual Extended Advisors: Alarm and Alert consolidation of information
- Digital Extended Advisors: Not available for all sites. These take you out of the SCP to ABB Ability.

Manual Extended Advisors

Here, information is consolidated from the physical recordings related to the Preventive Maintenance tasks in ServicePRO.

Currently, there may be several alarms displaying due to limits not being set.

Use this function to ensure all physical measurements are within specifications.

1. Select a site from the map or the list.

2. From here there are two options.
   a) Select an alarm from the description column.
i. Trend displays the top 24 checks.

![Graph displaying trend analysis]

ii. Hover over trend for details.

b) Select blue text See all manual extended advisors for ...

![Table showing manual extended advisors]

i. The top 24 checks display

![Graph showing different checks and data trends]
Digital Extended Advisors
This is live for a handful of sites. Look for more sites to come on line soon. These take you out of SCP to ABB Ability. To see more of what this has to offer, log in to the demo.

1. These screenshots are from the SCP demo. Select a site from the map or from the list to display digital Extended Advisors. If prompted to log in to the Ability Demo,
   User Name: SiteUser
   Password: SiteDemo

2. Sample screen from demo. Hover over screens for details or select title of each panel for more options.
Operational Excellence (OE) Tab – Performance Accelerators

In this tab, analytics are applied to raw data and converted to KPIs (Key Performance Indicators) also known as Performance Accelerators. They are then sorted and prioritized based on triggered condition monitors. This helps protect against failures before they occur.

When selecting Performance Accelerators, users are leaving the SCP and going to ABB Ability. You will need to have access to see site information.

1. These screenshots are from the SCP demo.

![Screenshot of Operational Excellence tab]

2. Select a Performance Accelerator to launch details in ABB Ability. Views vary depending on site.
Self-Assessment (SE) Tab (Conn Eng)

This dashboard is personalized to you; The Connected Engineer. See what functions and skills are required at each of your sites and get specific training details. Take a self-assessment to see if your skills are where they need to be.

Take a Skills Assessment

1. This feature helps you know where your skill set stands. Feedback from your results will appear in the dashboard on the Conn Eng tab. Only you and your manager will have access to your results. Click the blue Skills Assessment Survey.

2. Take the comprehensive survey or individual skills assessment by function.
3. Once the self-assessment is complete, learning activities for that function populates.

Previous Survey Results – Individual View

1. Once any surveys are completed, results populate the Conn Eng Tab. Click You have previous survey results! to view your results.

From this screen, you can retake a specific survey by selecting from the Survey column on the right.
2. Select any Function to see your specific results breakdown along with associated training.

3. Select any skill to further filter learning activities.

Site Functions/Skills/Training – Team View

1. To see how the service engineering staff (as a whole) is performing at a site, select
1. Select one or several sites from the site selection along with a time range.

2. Select a Function from the list. Ratings and skill priorities populate.
3. Select any specific skill from the list for training details.

<table>
<thead>
<tr>
<th>ClassDescription</th>
<th>ClassName</th>
<th>ClassType</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Connected Engineer Internal1 20200313</td>
<td>NA235</td>
<td>Classroom</td>
</tr>
<tr>
<td>Phase 1 Scanner and Sensor Troubleshooting Course</td>
<td>On Demand</td>
<td>Mentoring</td>
</tr>
<tr>
<td>Job Safety Analysis video</td>
<td>9CSC002386-US-EN</td>
<td>eLearning</td>
</tr>
<tr>
<td>Initial Radiological Training for ABB Employees</td>
<td>C900</td>
<td>Classroom</td>
</tr>
<tr>
<td>Hazard Communication - GHS Video</td>
<td>9CSC002381-US-EN</td>
<td>eLearning</td>
</tr>
<tr>
<td>Creating Safety Forms</td>
<td>QT1D01</td>
<td>Quick Tutorial</td>
</tr>
<tr>
<td>Safety Dept</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Support Tab

The new support tab launches these resources.

Note: for Remote Insights to launch, it must be previously loaded onto your device. To learn more, visit the Inside+ page HERE. For the Quick Start Guide, click HERE.
Revision History

<table>
<thead>
<tr>
<th>Rev.</th>
<th>Description</th>
<th>Date Dept./Init.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Initial Version</td>
<td>JUNE 2020/ RM, JLS</td>
</tr>
<tr>
<td>B</td>
<td>Update for Service Activity, Performance Accelerators and Connected Engineer and Support. Added TOC.</td>
<td>AUG 2020/ RM, JLS</td>
</tr>
<tr>
<td>C</td>
<td>Update for new tab names. Rapid Response and Contract Tabs</td>
<td>OCT 2020/ RM, JLS</td>
</tr>
<tr>
<td>D</td>
<td>Update for new dials and multi-site selection</td>
<td>NOV 2020/RM, JLS</td>
</tr>
<tr>
<td>E</td>
<td>Update for PI tab</td>
<td>DEC 2020/AG, RM, JLS</td>
</tr>
<tr>
<td>F</td>
<td>Update for new landing page -Overview (ABB) tab.</td>
<td>DEC 2020/AG, RM, JLS</td>
</tr>
<tr>
<td>G</td>
<td>Multi-select product offerings contract, entitlement hours, BOL Product links, eApprove link on Contract Details and parts added to System Incidents.</td>
<td>MAR 2021/RM, JLS</td>
</tr>
<tr>
<td>H</td>
<td>Update for Grafana 7 upgrade. Demo Login. Service Activity Compare on LCM tab. Digital Extended Advisors on PI tab. Links on Support tab.</td>
<td>APR 2021/RM, JLS</td>
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