

Installed-base maintenance

Service-event queue

Service Coordinator sees which cases can move, which need evidence, and which require human review. The queue organizes maintenance planning by operating consequence, owner, decision window, and current state.

carric.

OPERATING SYSTEM

Northstar Drilling Equipment

Service Coordinator

MY WORK

Maintenance Planning

WORK AND DECISIONS

Cases

Evidence

Activity

Performance

Role-shaped access

Authoritative systems remain in control

CURRENT SCOPE

Installed rigs · Runtime, service evidence, parts, schedule, and completion

Search case, asset, task, role...

AH

Amelia Hart

Service Coordinator

Applications / Maintenance Planning

My queue

Overview

Decision review

Evidence

Activity

Performance

5 SERVICE EVENTS NEED ATTENTION

SAVED VIEW

Service-event queue

STATUS

Open work

PRIORITY

All priorities

VISIBLE CASES

4

Service-event queue

Sorted by due interval and unresolved readiness condition

4 CASES

CASE	PRIORITY	PROCESS	OWNER	DUE	STATE
☒ Rig ND-320-118 · 1,000-hour service SVC-0926	HIGH	Scope and diagnostic review	Aisha Coleman	Sep 03	REVIEW
☐ Rig ND-410-072 · 500-hour service SVC-0921	HIGH	Missing runtime evidence	Amelia Hart	Sep 04	WAITING FOR EVIDENCE
☐ Rig ND-500-033 · Annual service SVC-0917	MEDIUM	Kit readiness	Jordan Lee	Sep 06	EVIDENCE READY
☐ Rig ND-210-204 · Completion follow-up SVC-0912	MEDIUM	Work-order confirmation	Noah Bennett	Sep 08	IN PROGRESS

Selected case

HIGH

SVC-0926 · MAINTENANCE PLANNING

Rig ND-320-118 · 1,000-hour service

Service is due and the required kit is available. One observed diagnostic record needs qualified confirmation before scope approval.

CURRENT OWNER

Aisha Coleman · Service Manager

PROCESS

Service scope and diagnostic review

DUE

Service window · Sep 03

CURRENT STATE

REVIEW

Open governed case →

Illustrative system view. Simulated data. These images do not show client records.

Installed-base maintenance

Governed case and decision trace

The governed case brings evidence, criteria, confidence, ownership, authority, and trace into one decision record.

The selected maintenance planning case keeps source authority and human decision rights visible through confirmed execution.

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5 SERVICE EVENTS NEED ATTENTION

SVC-0926 · GOVERNED CASE

Rig ND-320-118 · 1,000-hour service

Service is due and the required kit is available. One observed diagnostic record needs qualified confirmation before scope approval.

REVIEW

PREPARED CONFIDENCE

87%

OWNER

Aisha Coleman · Service Manager

PROCESS

Service scope and diagnostic review

DECISION WINDOW

Service window · Sep 03

SYSTEM

Installed-Base Maintenance and Service

Evidence

SOURCE AUTHORITY RETAINED

Installed base

Rig ND-320-118 · configuration Rev E

CONFIRMED

Runtime

1,006 operating hours

CURRENT

Service history

500-hour work and modification

MATCHED

Diagnostic record

Observed temperature variance

REVIEW

Decision preparation

HUMAN AUTHORITY REQUIRED

CRITERIA

✓ Maintenance schedule v6.0

✓ Model-specific service kit

✓ Observed-diagnostic review policy

✓ Scope and scheduling authority

PREPARED OPERATING RECOMMENDATION

Prepare the standard 1,000-hour scope and reserve the kit. Route the observed diagnostic condition for qualified review before final approval.

Approve service scope and schedule

The Service Manager approves scope and schedule. Qualified technical owners handle observed diagnostic conditions.

Open decision →

CASE TRACE · CURRENT AND CONFIRMED STATES

Runtime trigger

Evidence assembly

Kit and capacity check

Human decision

Service execution

Completion and next interval

Illustrative system view. Simulated data. These images do not show client records.

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