

GOVERNED TEMPLATE RENDERING REFERENCE: GLOSSARY DEFAULT V2 (DRAFT)

definition 9d8958b2...0dab

GLOSSARY · PROJECT ARTIFACT

SPECIRA

Glossary: Dispatch Modernization

Meridian Field Services: instructional example, not project evidence

DRAFT · WATERMARK POLICY: DRAFT_ONLY

template glossary v2 · pack: specira_default_delivery
exported view; KB term records are the source of truth

§1 Term Register

mandatory 1 decision 1 evidence rule

validators: definition_free_of_headword · every_term_has_steward ·
forbidden_variants_redirect_to_preferred

One card per term: steward, status, a genus-differentia definition (the nearest broader concept, then what distinguishes this one), a worked example, and the variants: permitted synonyms, and forbidden words that redirect to the preferred term. "Don't say X" always comes with "say Y".

TERM-001 Assignment approved

steward: A. Reyes since Jul 2, 2026

DEFINITION

A dispatch record that binds one technician to one job, from acceptance or override until completion.

EXAMPLE

"Dana's override created an assignment of JOB-2214 to Marcus."

VARIANTS

Synonyms: none. Forbidden: booking → Assignment (a customer-scheduling word; wrong domain).

TERM-004 Override approved

steward: A. Reyes

DEFINITION

A dispatcher action that replaces the suggested technician with the dispatcher's own choice, recorded with a reason code.

VARIANTS

Forbidden: ~~manual assignment~~ → Override: every assignment is manual under the propose-only posture ([ADR-3^{\[2\]}](#)); the phrase misleads.

TERM-002 Suggestion approved

steward: A. Reyes

DEFINITION

A ranked technician candidate the board proposes for a job, carrying the reasons it qualifies; a suggestion becomes an assignment only through acceptance.

VARIANTS

Forbidden: ~~auto-assignment~~ → Suggestion: nothing assigns automatically under the propose-only posture.

TERM-005 Reason code approved

steward: A. Reyes

DEFINITION

One value from the governed six-value list explaining why a dispatcher overrode a suggestion ([the governed enumeration^{\[7\]}](#)).

ABBREVIATION, GOVERNED

"RC" is permitted in identifiers only ([RC-03](#)), never in prose; the same treatment as any variant.

TERM-007 Idle time approved

steward: P. Novak

DEFINITION

Paid technician time between a shift's start and end not attached to any assignment, measured from assignment events per the agreed methodology ([BRD success criteria^{\[3\]}](#)).

EXAMPLE

A technician on an 8-hour shift with 6.5 hours of assignment coverage carries 1.5 hours of idle time that day; the KPI aggregates this across the four-week trailing window.

TERM-009 Job approved

steward: M. Chen

DEFINITION

A customer service request with a required skill and a priority, dispatched to exactly one technician at a time.

DEPRECATION

~~Dispatch ticket~~ (the legacy scheduler's word) is deprecated with a replacement link to this term, retired at cutover with the scheduler ([decision^{\[4\]}](#)).

TERM-011

Proximity band

approved

steward: A. Reyes

DEFINITION

One of four ranges of estimated travel time (under 10 minutes; 10 to 20; 20 to 40; over 40) used to rank nearby technicians ([FR-011^{\[6\]}](#)).

EXAMPLE

A technician nine minutes out sits in the first band; at exactly ten she moves to the second. The edges are the story set's boundary tests.

TERM-015

Shortfall

proposed · dispute open

steward: T. Fontaine see open questions

DEFINITION

The state where fewer than three technicians qualify for a job, shown honestly with the count and the missing skill named.

EVIDENCE: THE DEFINITION BAR HELD

No definition contains its own headword; none states a storage location ("the value in the status column" is not a meaning); one concept per term (variants route to synonyms, never parallel entries); the one proposed term wears its status and its dispute visibly.

§2 Bounded Contexts & Sources

mandatory

1 decision

1 evidence rule

validators: overloaded_words_disambiguated_by_context · every_term_resolves_to_kb_source_record

One word, two meanings: two governed terms, disambiguated by context, never banned. Every term resolves to its KB source record: edits happen there and flow here on regeneration, never the other way.

Word	Context	Term	Meaning
Position	Telematics	TERM-012	A timestamped vehicle location reading (DC-1 cites this id^[5] ; the feed can never be read as staffing data)
	Staffing	TERM-013	An open role in a hub's roster

Provenance: every term exports from its [KB record^{\[1\]}](#); **TERM-007** entered through the BRD workshop of July 2, 2026. The export note renders once, up front: this document regenerates from the KB.

§3 Open Questions

mandatory

1 decision

Question	Owner	Answer by	Blocks
Is "shortfall" (TERM-015 , proposed) the customer-facing word, or does account management prefer "coverage gap"?	T. Fontaine	Aug 1, 2026	TERM-015 approval only (ERR-06 notice copy^[6])

Refs References & Package Contents

In this export package

package	[3] Business Requirements Document: success criteria methodology ./brd-dispatch-modernization.docx
package	[5] DC-1: telematics feed data contract (cites TERM-012) ./contracts/dc-1-telematics-feed.html

In the Specira workspace

specira	[1] KB term records: the source of truth this artifact exports app.specira.ai/kb/terms
specira	[2] Decision: ADR-3 propose-only posture app.specira.ai/projects/dispatch-modernization/decisions
specira	[4] Decision: pilot cutover plan (scheduler retirement) app.specira.ai/projects/dispatch-modernization/decisions/93
specira	[6] Functional spec: FR-011 bands, ERR-06 shortfall notice app.specira.ai/projects/dispatch-modernization/artifacts/frd-recommendation-rules
specira	[7] Data model: ReasonCode governed enumeration app.specira.ai/projects/dispatch-modernization/artifacts/data-model#enumerations