

GOVERNED TEMPLATE RENDERING REFERENCE: PROCESS FLOWS DEFAULT V2 (DRAFT)

definition 75030298...c191

PROCESS FLOWS · PROJECT ARTIFACT

SPECIRA

Process Flows: Dispatch Modernization

Meridian Field Services: instructional example, not project evidence

DRAFT · WATERMARK POLICY: DRAFT_ONLY

template process_flows v2 · pack: specira_default_delivery

operations lens; experience lives in the journey maps, choreography in the architecture

§1 Flow Inventory

mandatory

1 decision

1 evidence rule

validators: every_flow_registered_in_flow_inventory · every_flow_has_named_owner_and_trigger · counterpart_lenses_linked_where_they_exist

Impact analysis starts from a list, not diagram archaeology. One value-chain context (field service delivery) above four task-level flows; ceiling twenty-five elements per diagram, then collapsed subprocesses.

Lens law: operations structure here; the same assignment scenario lives experientially at [Dana, current and future^{\[1\]}](#) and its system choreography at [sequence views^{\[2\]}](#).

Id					
Flow (verb-noun)					
Owner					
Trigger					
Systems & screens					
Pair					
FLW-01	Assign job to technician (to-be)	M. Chen	Job reaches ready	Board, dispatch API, notification gateway (SCR-001 ^[3] , assignments ^[4])	FLW-02
FLW-02	Assign job to technician (as-is)	M. Chen	Same	Phone, radio, whiteboard	FLW-01 · delta: t

Id	Flow (verb-noun)	Owner	Trigger	Systems & screens	Pair
FLW-03	Ingest job master (as-is, transitional)	E. Sandoval	02:00 nightly	Legacy dispatch, adapter (INT-3 ^[2])	Retires at cutover:
FLW-04	Review override exceptions (to-be)	M. Chen (ops manager executes)	Weekly	Board exception view (US-3 ^[5])	n/a

§2 Primary Flows

mandatory

1 decision

1 evidence rule

validators: no_complex_or_inclusive_gateway_in_analyst_diagrams · every_gateway_split_has_guard_conditions · every_pool_boundary_uses_message_flow_only · diagram_layout_lint_clean

Reduced palette only: tasks, exclusive gateways, events, lanes, message flows, boundary events. The notification gateway is a second pool reached by message flow; the degradation path is a boundary timer, not a happy-path branch.

FLW-01

: Assign job to technician (to-be). Fallback text: job reaches ready; the dispatcher reviews details; the board generates ranked suggestions (a two-second boundary timer degrades to the full technician list); the dispatcher accepts or overrides with a reason; the board records the assignment and notifies through the gateway pool (message flows); the technician confirms (a ten-minute boundary timer re-notifies and flags the dispatcher). Task citations live in documentation: SCR-001, POST /assignments, POST /overrides (endpoints^[4]).

FLW-02 (as-is): the same outcome through phone intake, radio relay, and whiteboard update; eleven elements, three handoffs; the pair's delta is named in the inventory. **Metrics**

where they decide: as-is handoff count three versus to-be one (handoffs concentrate defects; the observed radio-relay error motivated the redesign, [observations^{\[1\]}](#)); cycle time instrumented at the dispatcher-to-technician lane crossing.

§3 Exception Paths

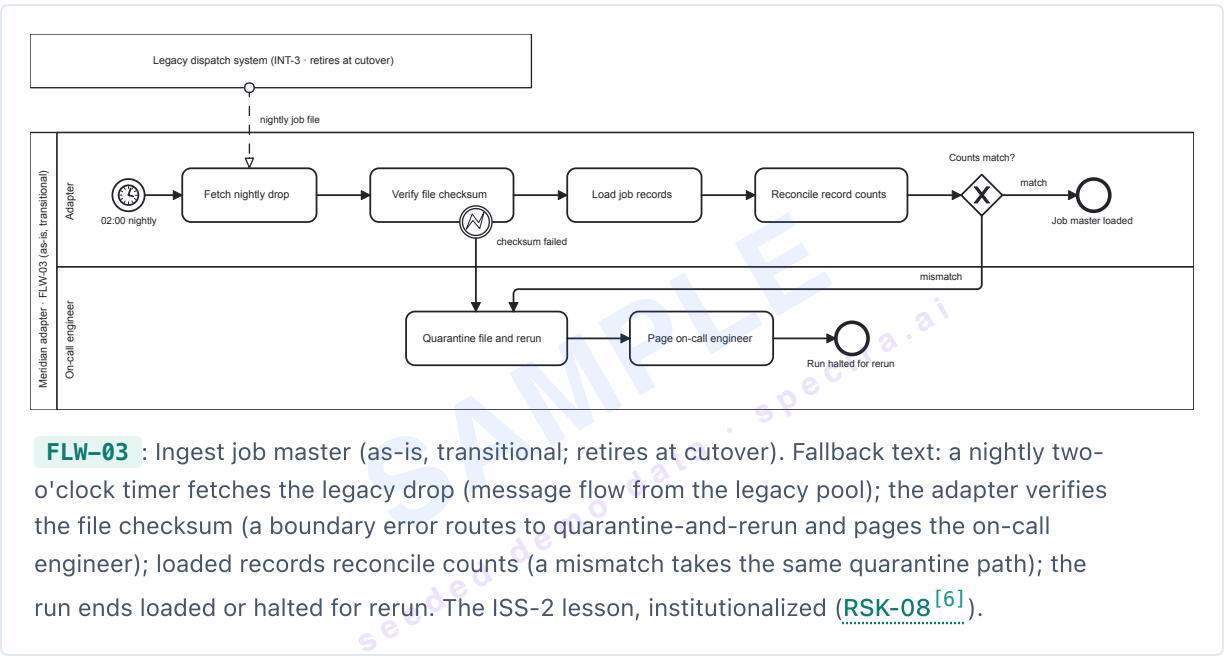
mandatory

1 decision

1 evidence rule

validators: every_task_has_documented_exception_path_or_justified_absence · exception_paths_end_explicitly · escalations_cite_runbook_or_requirement

The unhappy path carries more review value than the happy path. Every task points at its exception or justifies its absence; absence is a claim.



Task	Exception path or justified absence
Generate ranked suggestions	Boundary timer, 2 s: degrade to the full list (quality scenarios^[2]); no page, the dispatcher proceeds
Confirm assignment	Boundary timer, 10 min: re-notify once, then flag on the board exception view (US-3^[5])
Verify file checksum	Boundary error: quarantine, rerun, page on-call (DV-3^[7])
Review job details	<i>Absence justified:</i> read-only step; failure is a retry
Record assignment	Covered by the stale_version conflict contract (error registry^[4])

Escalations cite the runbook ([rollback and paging^{\[7\]}](#)); never restate it.

§4 Open Questions

mandatory

1 decision

Question	Owner	Answer by	Blocks
Does the confirmation-timeout re-notify happen once or twice before flagging (field-supervisor preference pending)?	M. Chen	Sep 19, 2026	The FLW-01 timer parameters only

Refs References & Package Contents

In the Specira workspace

specira	[1] Journey maps: Dana current/future, delta, observations app.specira.ai/projects/dispatch-modernization/artifacts/journey-maps
specira	[2] Architecture: sequence views, INT-3, quality scenarios app.specira.ai/projects/dispatch-modernization/artifacts/architecture
specira	[3] Screen inventory: SCR-001 dispatch board app.specira.ai/projects/dispatch-modernization/artifacts/screen-inventory#scr-001
specira	[4] API contracts: assignments, overrides, error registry app.specira.ai/projects/dispatch-modernization/artifacts/api-contracts
specira	[5] User stories: US-3 exception view app.specira.ai/projects/dispatch-modernization/artifacts/user-stories#us-3
specira	[6] Risk register: RSK-08 (the realized INT-3 risk) app.specira.ai/projects/dispatch-modernization/artifacts/risk-register#rsk-08
specira	[7] Deployment verification: DV-3, rollback and paging runbook app.specira.ai/projects/dispatch-modernization/artifacts/deployment-verification