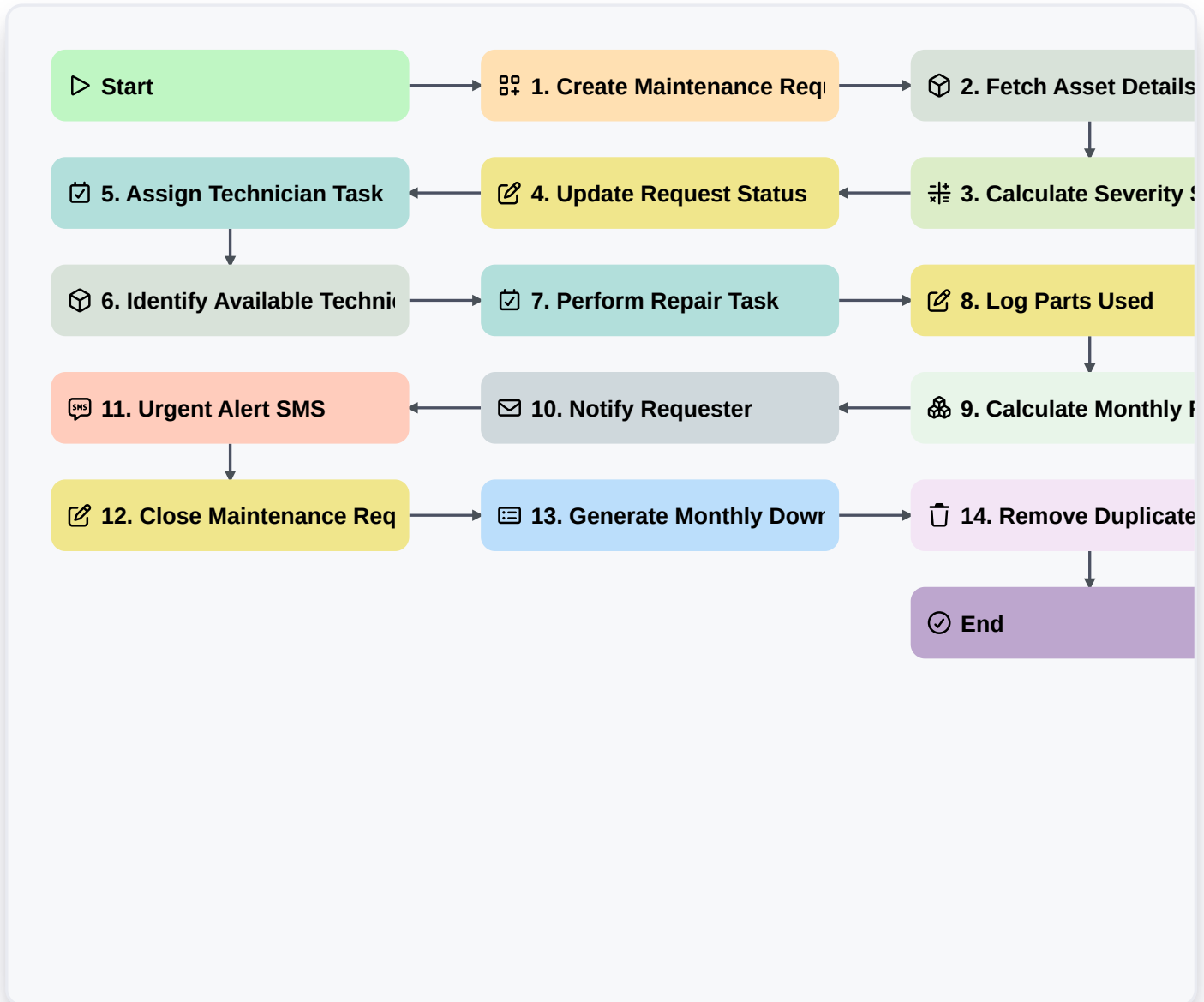


Reactive Maintenance Request Process



Start

Start of the Workflow/Process.

1. Create Maintenance Request

An entry is created in the 'Maintenance Requests' data model containing the issue description, location, and priority.

2. Fetch Asset Details

Retrieve details from the 'Assets' data model (e.g., age, warranty status) based on the asset ID provided in the request.

3. Calculate Severity Score

Calculate a priority score by combining the 'Asset Criticality' and 'User Reported Impact' variables.

4. Update Request Status

Update the status of the Maintenance Request entry to 'Triaged' or 'Assigned'.

5. Assign Technician Task

Create a task for the Maintenance Team lead to review the new request and assign a technician.

6. Identify Available Technicians

Get entries from the 'Staff' data model filtered by 'Skillset' and 'Availability'.



7. Perform Repair Task

Create a task for the assigned technician containing the repair instructions and checklist.

8. Log Parts Used

Update the 'Inventory' data model to decrease the stock count of parts used during the repair.

9. Calculate Monthly Repair Cost

Aggregate the sum of all 'Part Cost' and 'Labor Cost' entries for the current month.

10. Notify Requester

Send an email to the person who submitted the request informing them that their request has been assigned.

11. Urgent Alert SMS

Send an SMS to the Facility Manager if the calculated severity score is above the critical threshold.

12. Close Maintenance Request

Update the Maintenance Request entry status to 'Completed'.

13. Generate Monthly Downtime Report

Generate a report summarizing all completed maintenance tasks and total downtime duration.

14. Remove Duplicate Requests

Delete a redundant entry if a duplicate maintenance request is detected for the same asset within a short timeframe.

End

End of the Workflow/Process.