

## OpsPilot

# Service Request Triage — User Manual

From Request to the Right Workflow · AI Engineering Co-Pilot



### AI-GENERATED CONTENT · INDEPENDENT VERIFICATION REQUIRED

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**What this guide covers** — what service request triage is, how the OpsPilot module designs it, what to have ready, and the design you receive.

## 1. What is service request triage?

Triage is the bridge between “someone reports something” and “something gets done about it.” Every work request that arrives — a noise, a leak, a broken light, a regulatory item — has to be classified, assessed for criticality, and routed to the right workflow at the right speed. Without a triage discipline, urgent work waits behind trivial work, regulatory items get treated as routine, and the backlog becomes noise.

OpsPilot designs the triage per *EN 13306 (the classification reference)*, *ISO 14224*, *SAE JA1011/JA1012*, *SMRP* and *ISO 55001*.

## 2. What the OpsPilot module does

Role	Responsibility
<b>AI Coach — Maintenance Manager (OpsPilot)</b>	Designs a defensible triage — intake channels, an EN 13306 classification framework (Corrective / Preventive / Condition-based / Improvement / Regulatory), criticality assessment, routing rules, escalation triggers and KPIs.
<b>Maintenance Manager / Planner (you)</b>	Provide the scope, the current request volume, the backlog state, the intake channels and the CMMS platform. You bear accountability for the daily discipline of running the triage.

## 3. How it works — the process

#	Stage
1	Intake channels — where requests come from
2	Classification framework — EN 13306 work types
3	Criticality assessment at intake
4	Routing rules — to the right workflow
5	Escalation triggers — for the urgent

#	Stage
6	KPIs — triage speed and backlog health

## 4. What you will be asked — have this ready

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- The scope of the triage and the current request volume.
- The backlog state and the intake channels (phone, app, walk-up, operator rounds).
- The CMMS platform the workflow runs in.

## 5. What you receive — the output

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A complete Service Request Triage design (Word): the intake channels, the EN 13306 classification framework, the criticality-assessment method, the routing rules, the escalation triggers and the KPIs that tell you whether triage is keeping up.

## 6. Worked example (illustrative)

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A request comes in: “pump making a noise.” Triage classifies it — corrective, condition-based symptom — and assesses criticality by asking whether it’s a critical asset and whether the noise suggests imminent failure. A critical pump with bearing noise routes straight to planning with a short target, and an escalation trigger fires if it isn’t actioned in time; a noisy non-critical fan joins the routine backlog. A regulatory request (an overdue statutory inspection) is classified Regulatory and routed on its own compliance track, never lost in the corrective pile. The KPI on triage turnaround time tells the manager whether the front door is keeping up with the flow.

## 7. Getting the best result

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- **Classify consistently.** EN 13306 types keep a regulatory item from being treated as a routine fix.
- **Assess criticality at intake.** Urgency is decided at the front door, not in the backlog.
- **Define escalation triggers.** The urgent request needs an automatic path past the queue.
- **Measure triage speed.** Turnaround time and backlog health show whether the front door is working.

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