

01 / THE OPERATING ARCHITECTURE

An operating integration. A handover built to last.

Field-service modernization | Implementation runbook excerpt

Replace a legacy integration while preserving the work-order, user, employee, and daily-reporting workflows connecting an enterprise system with a field-service platform.

9 of 9

Production processes recorded operational

Central router + eight business-process handlers

LOGICAL INTEGRATION VIEW

01

Enterprise system

Work orders, allocations, resources, rates, employee records, and operational postings.

02

Integration layer

A central router dispatches requests to purpose-built handlers for validation, transformation, and business processing.

03

Field-service platform

Work information moves to the field. Status, user, and daily-activity updates return to the enterprise system.

The source architecture places the enterprise database and integration runtime internally, with external access through an authenticated application proxy. The view here omits network topology and deployment configuration.

Adapted from a completed engagement's implementation runbook. Selected content has been anonymized, condensed, and re-typeset for public presentation. This is a historical delivery excerpt, not a current view of the client's environment.

02 / DOCUMENTED DELIVERY COVERAGE

Nine processes. A complete operating model.

The source runbook marks each of these processes completed. Names are generalized; the functional scope is retained.

PROCESS		DOCUMENTED RESPONSIBILITY
01	Request routing	Dispatch incoming requests by method and operation; centralize response handling.
02	Work-order creation & update	Assemble job, allocation, tool, and rate information for the field-service platform.
03	Status synchronization	Return work-order state changes to the enterprise system.
04	Work-order detail retrieval	Provide job information, assignments, equipment, customer context, and rates.
05	Targeted job retrieval	Return selected work-order information in a focused response.
06	Operation reopening	Coordinate the dependent posting and document changes needed to reopen work.
07	User creation	Map field-platform users to enterprise records, with duplicate detection and validation.
08	Employee retrieval	Return employee information for the required operational workflows.
09	Daily activity processing	Process reported time, expenses, and equipment usage; aggregate the results.

Status: completed and operational at the documented implementation closeout. This inventory does not describe current production usage or availability.

03 / ENGINEERING JUDGMENT

The detail that made the difference.

Daily activity processing required the business behavior to survive the platform change. Three corrections recorded in the runbook illustrate that work.

CORRECTION 01

Match the actual transaction contract

WHAT SURFACED

Daily posting depended on a procedure signature that included an additional pricing parameter.

WHAT CHANGED

Corrected the parameter mapping to match the actual database procedure, including the pricing override.

CORRECTION 02

Preserve the business rule behind the data

WHAT SURFACED

The enterprise system restricted how a particular class of activity could be posted.

WHAT CHANGED

Aligned the posting category with the permitted business process instead of treating a familiar label as a valid mapping.

CORRECTION 03

Normalize values before processing

WHAT SURFACED

Identifiers crossed the integration boundary with string and numeric representations.

WHAT CHANGED

Corrected type handling as part of daily-activity input validation and parameter preparation.

DAILY ACTIVITY PROCESSING

01

Validate inputs and normalize values

02

Separate time/expense and equipment activity

03

Process the two activity branches

04

Aggregate results into the response

Implementation code, exact schemas, and transaction identifiers remain private.

04 / OPERATIONAL HANDOVER

Leave the operating knowledge behind.

The implementation record connects the delivered functions to the information needed to understand and maintain the integration.

Functional coverage	Completed process inventory, routing responsibilities, and operation-level purpose.
Business processing	Transformation behavior, critical parameter corrections, and resolved business-rule issues.
Access & boundaries	Authentication approach, external-access boundary, and configuration ownership.
Operations	Execution history, error and performance monitoring, alert categories, and maintenance cadence.

ABOUT THIS PUBLIC EDITION

Client and personnel identities, product names, hostnames, URLs, ports, credentials, exact schemas, source code, record identifiers, and configuration values are excluded. The original runbook is not distributed. Process names are generalized; the documented functional scope is retained.

Source sections: architecture, completed process inventory, daily activity implementation, monitoring and maintenance, and closeout summary. Wording and layout adapted for public presentation.

Read the accessible web edition at tmgtech.com/work/field-service-modernization/