Service requests — the plant's calls for maintenance, queued against their SLA

Menu: CMMS ▸ Service Requests...

Part 1 — What the function does

What it calculates. CMMS ▸ Service Requests... keeps the queue of what the plant asks of maintenance: a breakdown, a job asked for, a safety concern. Each request carries a Priority from 1 (most urgent) to 4, and each priority a service-level target (SLA) in hours: 4, 24, 72 and 168 as shipped. For every open request ReliaEn calculates:

Result	How ReliaEn sets it
Age (h)	The hours from the request's Created time to the computer's clock, to one decimal
SLA	OVERDUE when the age is above the target of its priority; otherwise within the target, for example within 4 h
The order of the queue	By Priority, then by Created: the most urgent first, the oldest first within a priority

The buttons move a request along NEW → QUEUED (Accept) → INPROG (Escalate to work order or Attach to work order...) → RESOLVED (Resolve) → CLOSED (Close); Cancel ends a request that is NEW or QUEUED.

From which data. What you type into each request, the SLA targets of the file (SLA...) and the computer's clock.

When an engineer uses it. At the maintenance desk, several times a shift: to take the plant's calls in, to see which ones are past their target, and to turn a call into a work order.

When not to use it.

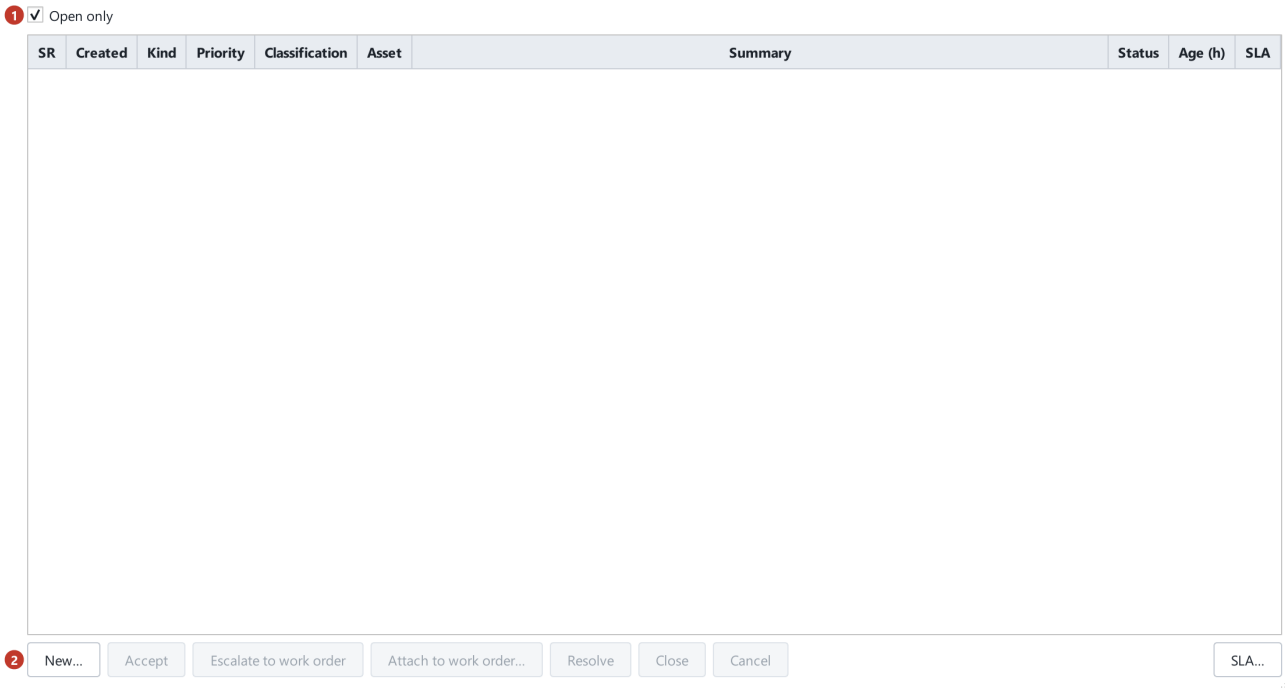
Situation	Use instead
Planned work that comes back on a calendar or a meter	CMMS ▸ PM Calendar... (chapter 6.4)
The work itself - tasks, labour, parts and cost	CMMS ▸ Work Orders...

Part 2 — The example's input data

Setting. Over two days five calls reach the maintenance desk, each typed in as it arrives; Created is the time it was typed. The desk reads the queue on 2026-10-02 at 09:00 (UTC+7).

Typed as	Kind	Classification	Priority	Asset	Summary	Created
SR-000001	Service request	breakdown	2	P-101	Pump P-101 vibrating and hot	2026-10-01 08:00
SR-000002	Service request	request	4	(none)	Spare key for the valve cabinet	2026-10-01 20:00
SR-000003	Service request	other	3	P-102	Valve P-102 handle stiff	2026-09-30 12:00
SR-000004	Incident	safety	1	P-101	Guard missing on P-101 coupling	2026-10-02 07:00
SR-000005	Problem	other	3	P-101	Recurring coupling wear on P-101	2026-10-01 10:00

Input	Value
File in the worked-example zip	6-Meters-JobPlans-ServiceRequests/ReliaEn-6-Meters-JobPlans-Requests-plant.reliaen - the pump P-101 and the valve P-102; no request and no work order yet

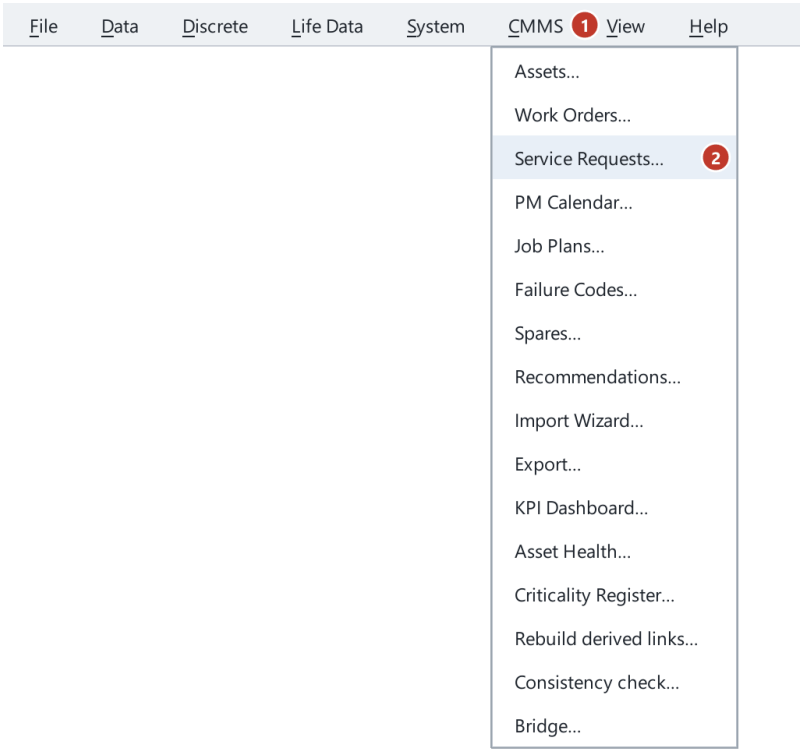


The window as it opens

- ① Open only: ticked, the queue lists the open requests; it is empty in the example file.
- ② New...: the button that takes a call in.

Part 3 — How to use it, step by step

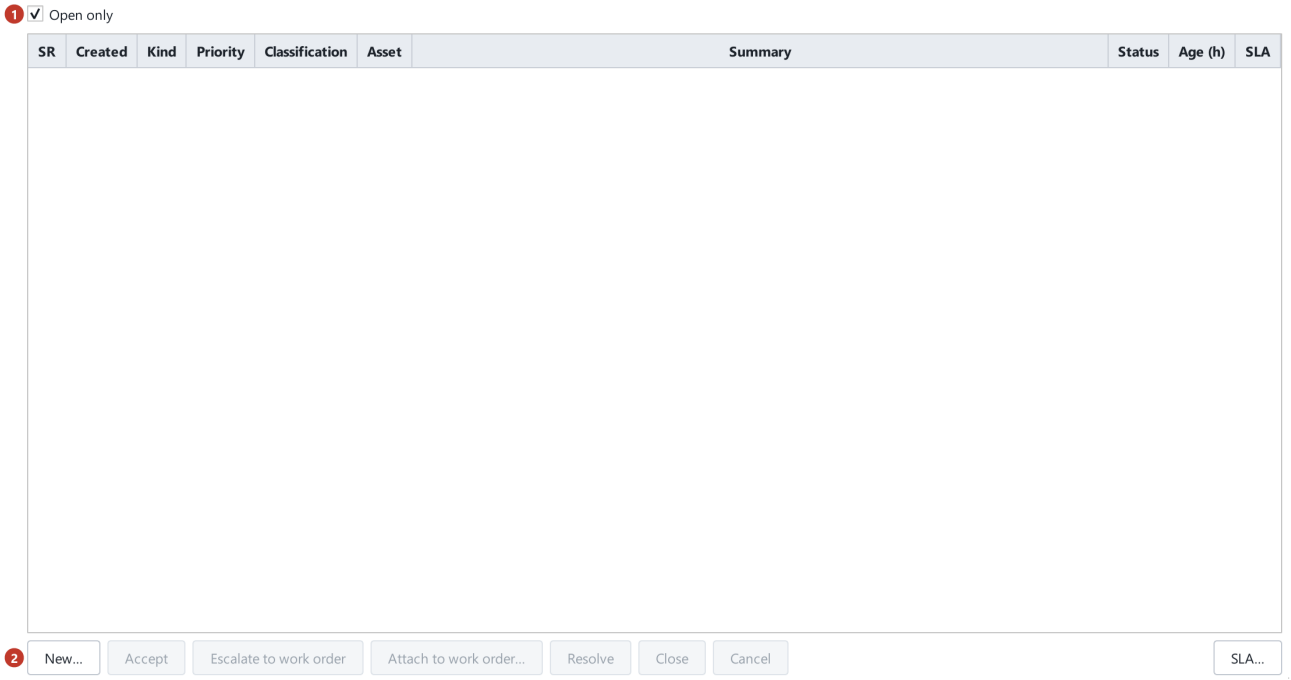
1. **Choose CMMS ▸ Service Requests…** in the menu bar. The first time in a session ReliaEn asks for the file in the box Open or create a CMMS file: choose your copy of ReliaEn-6-Meters-JobPlans-Requests-plant.reliaen. The window Service Requests opens.



Step 1 — the menu path

- ① CMMS: the menu.
- ② Service Requests…: the entry to click.

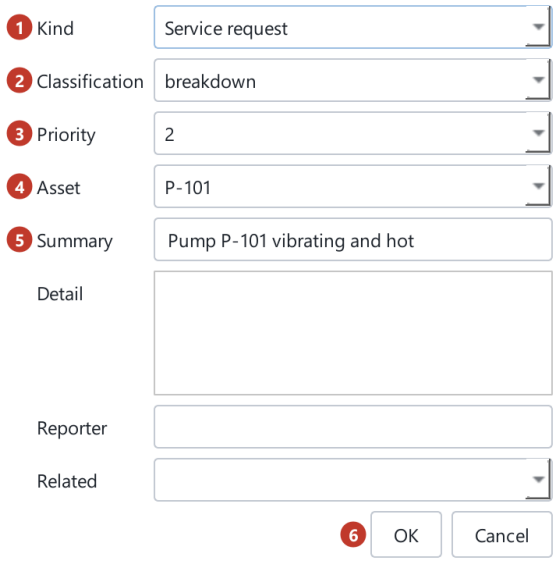
2. ② **Click New…** when a call arrives. The window New… opens.



Step 2 — the button New…

- ① Open only: leave it ticked.
- ② New…: the button to click.

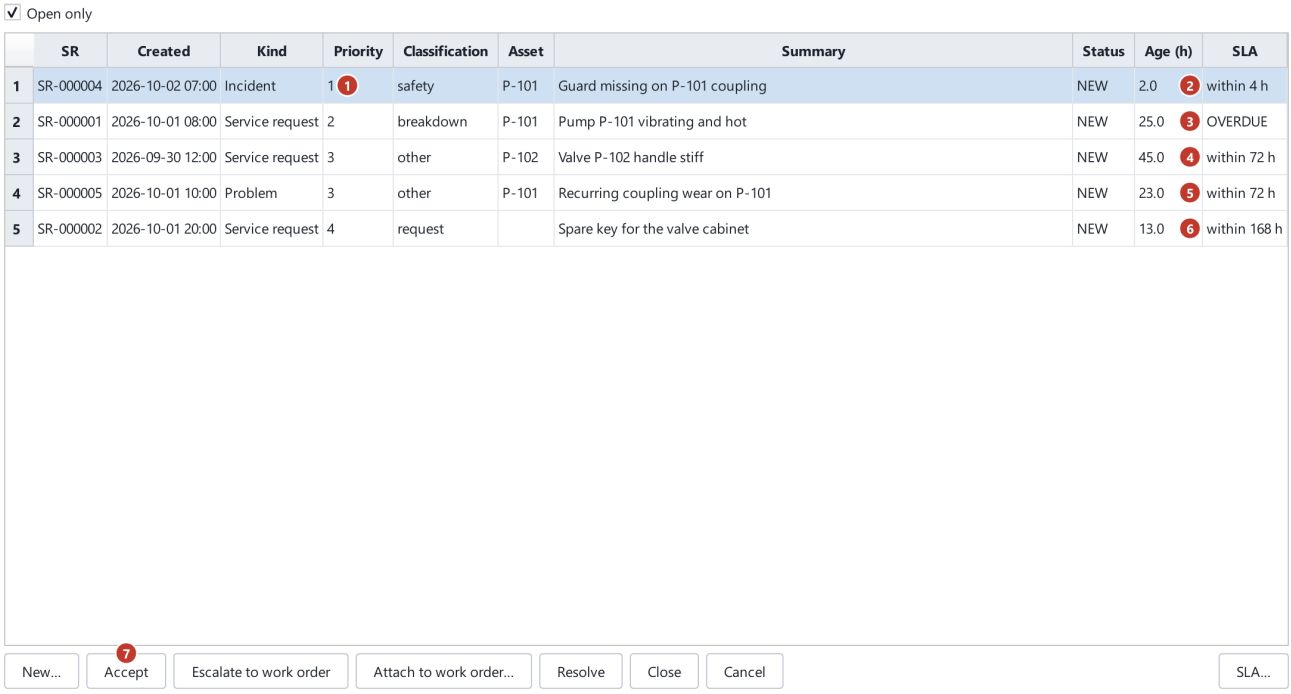
Steps 3 to 8 are marked ① to ⑥ in the picture:



Steps 3 to 8 — the first call typed

3. ① **Kind**: Service request.
4. ② **Classification**: breakdown.
5. ③ **Priority**: 2.
6. ④ **Asset**: P-101.
7. ⑤ **Summary**: Pump P-101 vibrating and hot.
8. ⑥ **Click OK.** ReliaEn numbers the request SR-000001 with the status NEW and the time of the computer's clock as Created. Repeat steps 2 to 8 for each call of Part 2 as it arrives; for the cabinet key leave Asset empty.

9. **On 2026-10-02 at 09:00 open the queue** (CMMS ▸ Service Requests…). It lists the five requests with their ages.

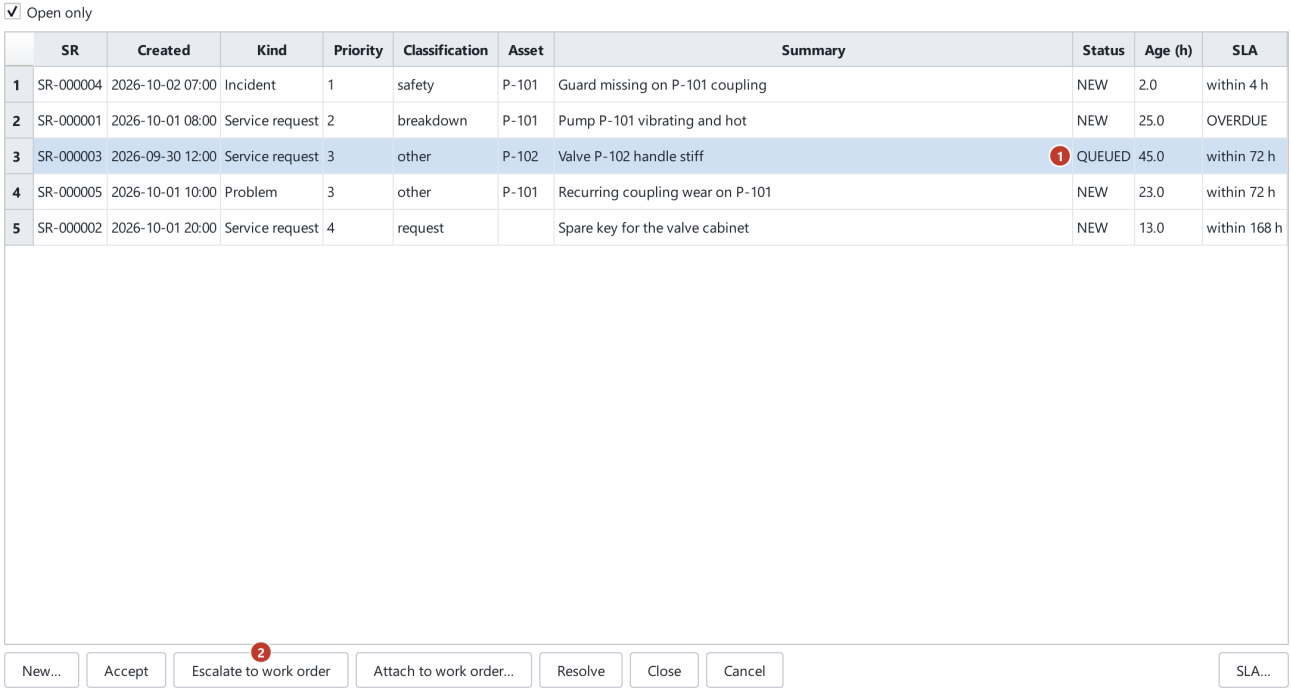


Step 9 — the queue at 2026-10-02 09:00

- ① Priority: 1, SR-000004 heads the queue.
- ② to ⑥ SLA: one value per request, read in Part 4.
- ⑦ Accept: the button of step 10.

10. **Select SR-000003** (the valve handle) and ⑦ **click Accept.** The desk has taken the job in; it waits for a work order.

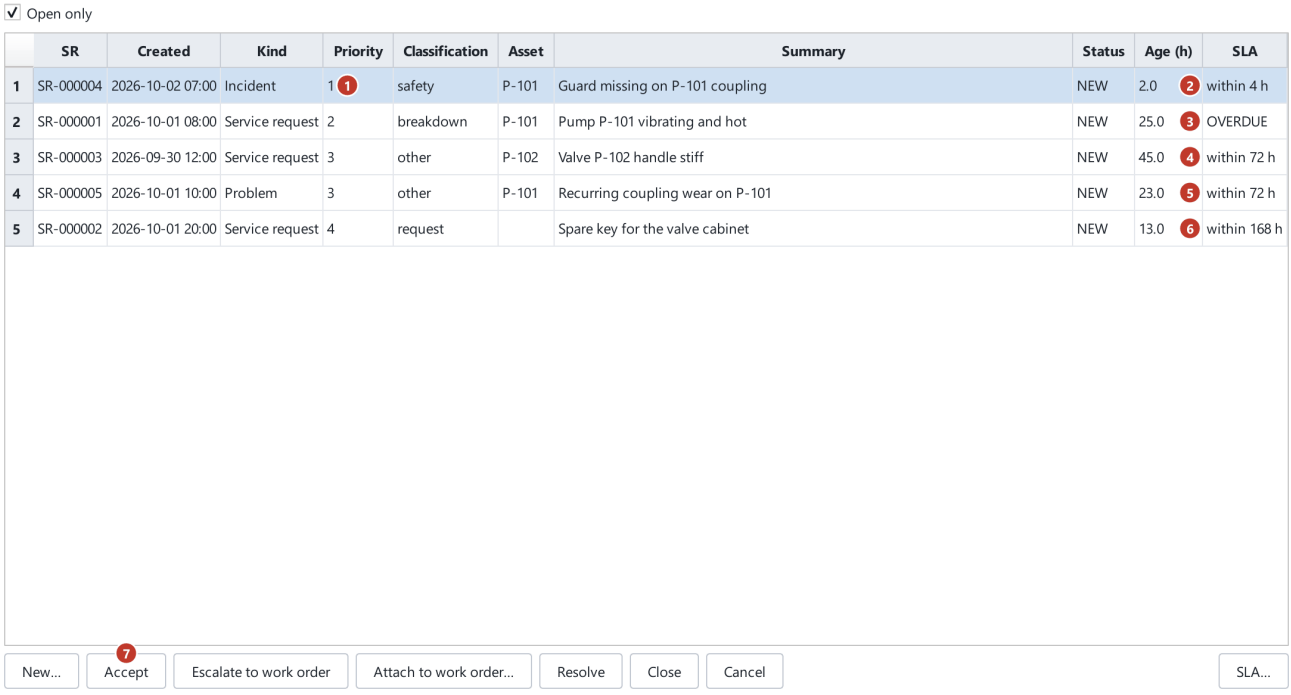
11. **Select SR-000001** (the pump) and ② **click Escalate to work order.** ReliaEn creates the work order and opens it in its own window.



Step 11 — after Accept

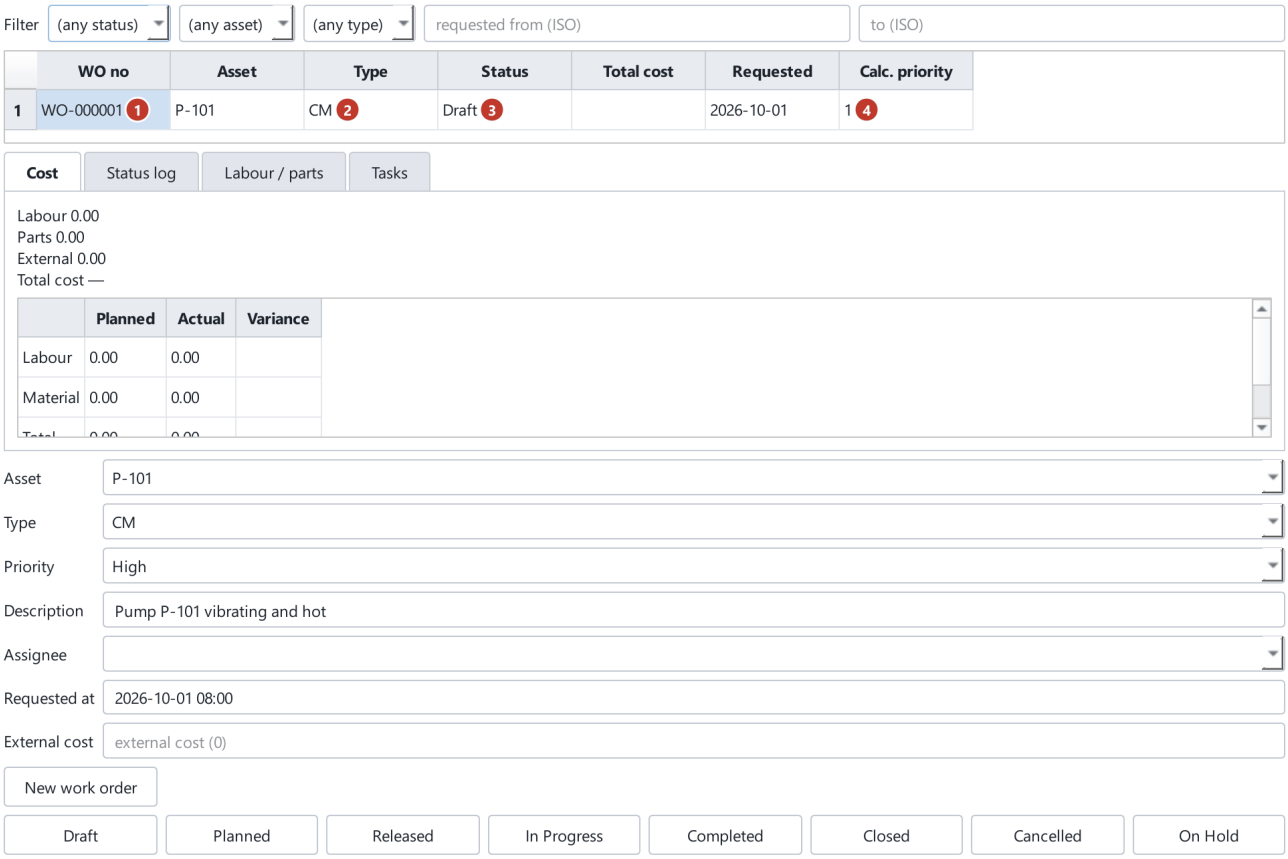
- ① Status: SR-000003 is QUEUED after step 10.
- ② Escalate to work order: the button to click.

Part 4 — The result, picture by picture



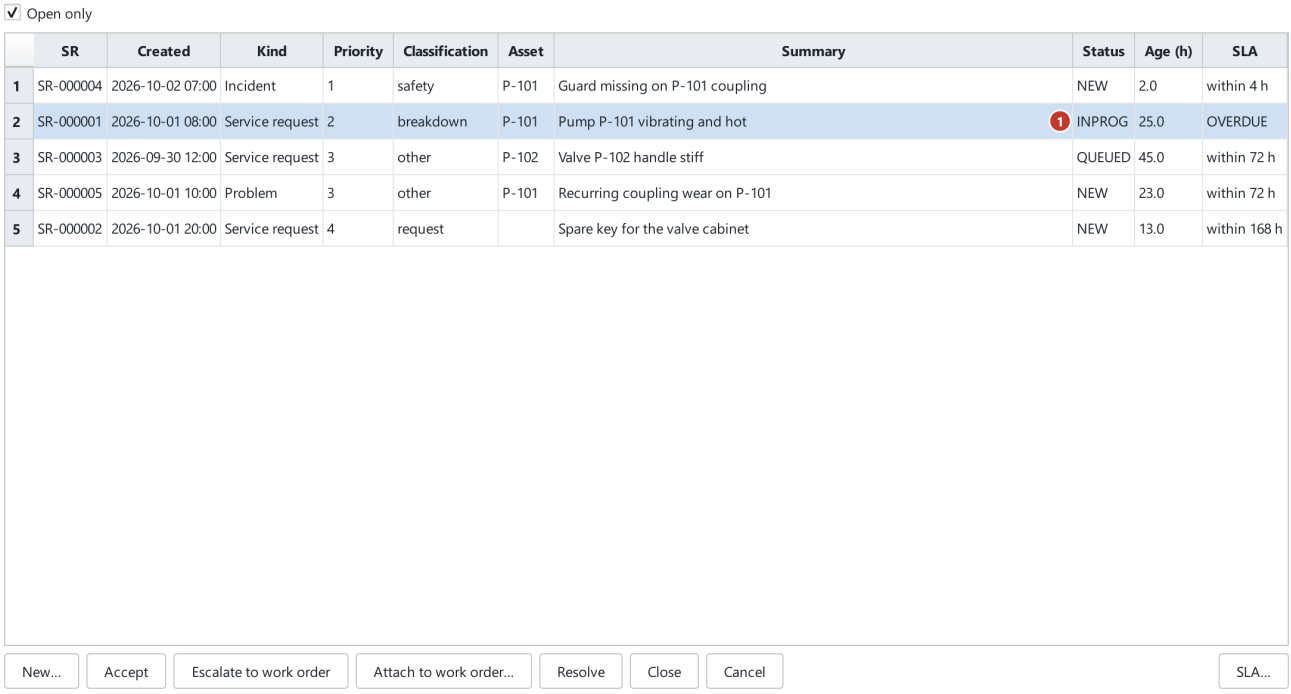
The queue at 2026-10-02 09:00

- ① SR-000004, Priority 1, comes first. The queue is ordered by priority, then by Created within a priority: SR-000003 (2026-09-30) before SR-000005 (2026-10-01), both at priority 3.
- ② SR-000004: Age (h) 2.0, from 07:00 to 09:00; within 4 h, the target of priority 1.
- ③ SR-000001: 25.0, from 08:00 the day before; OVERDUE, since 25.0 is above the 24 hours of priority 2.
- ④ SR-000003: 45.0; within 72 h.
- ⑤ SR-000005: 23.0; within 72 h.
- ⑥ SR-000002: 13.0; within 168 h, the target of priority 4.
- ⑦ Accept: the button of step 10.



The escalated work order

- ① WO no: WO-000001, the new work order on P-101, described with the request's summary, Pump P-101 vibrating and hot. It opens in its own window, CMMS — Work Orders, which you can keep beside the queue; its Requested date is the request's Created, 2026-10-01.
- ② Type: CM, corrective maintenance, because the request is a breakdown. The order's priority is High, the work-order word for the request's priority 2.
- ③ Status: Draft, ready to be planned and released like any other work order.
- ④ Calc. priority: 1. P-101 is a class A asset of priority 1, and an order takes the more urgent of its own rank and its asset's.



The queue after Escalate

- ① Status: SR-000001 is INPROG, held by WO-000001. It is still OVERDUE: the age runs until the work is resolved.

Part 5 — How to interpret the results

What comes first? SR-000001, the only OVERDUE request: its work order WO-000001 is in CMMS ▸ Work Orders…. Next the guard on the coupling, SR-000004: priority 1 with 2 of its 4 hours used. The three others are well inside their targets.

Why can SR-000002 not be escalated? A work order is always on an asset, and the cabinet key names none. Escalate to work order on it is refused with the box Service request SR-000002 names no asset; pick one before escalating., and the request stays NEW. Attach it to a work order that is already open with Attach to work order…, or Cancel it and take it in again with its Asset.

What happens to SR-000001 next? Nothing by hand. When WO-000001 is closed, ReliaEn sets SR-000001 to RESOLVED; if the order is cancelled instead, the request goes back to QUEUED for another work order. A RESOLVED request leaves the open queue: untick Open only to see it, and click Close once the caller agrees the job is done.

Why may your queue show other ages? Age (h) and SLA are counted to the computer's clock. The pictures were taken at 2026-10-02 09:00 (UTC+7); opened later, every age is larger and more requests are OVERDUE.

Can the targets change? Yes: SLA… holds the four targets, in hours, for priorities 1 to 4. Set priority 2 to 48 and SR-000001 reads within 48 h, since 25.0 is not past 48; the other rows do not change.