Authorize one four-week pilot.

Test offline capture in one region. Keep wider rollout behind reconciliation, handoff and attachment-ownership gates.

1 region

Pilot footprint

One service region

12 technicians

Participants

Field technicians

4 weeks

Timebox

No automatic expansion

Photo retrieval drives nearly half the assumed delay.

Evidence is captured now, but reaches reviewers later.

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Save photos locally

Attach after reconnecting

4 of 6

Retype measurements

Paper or phone note

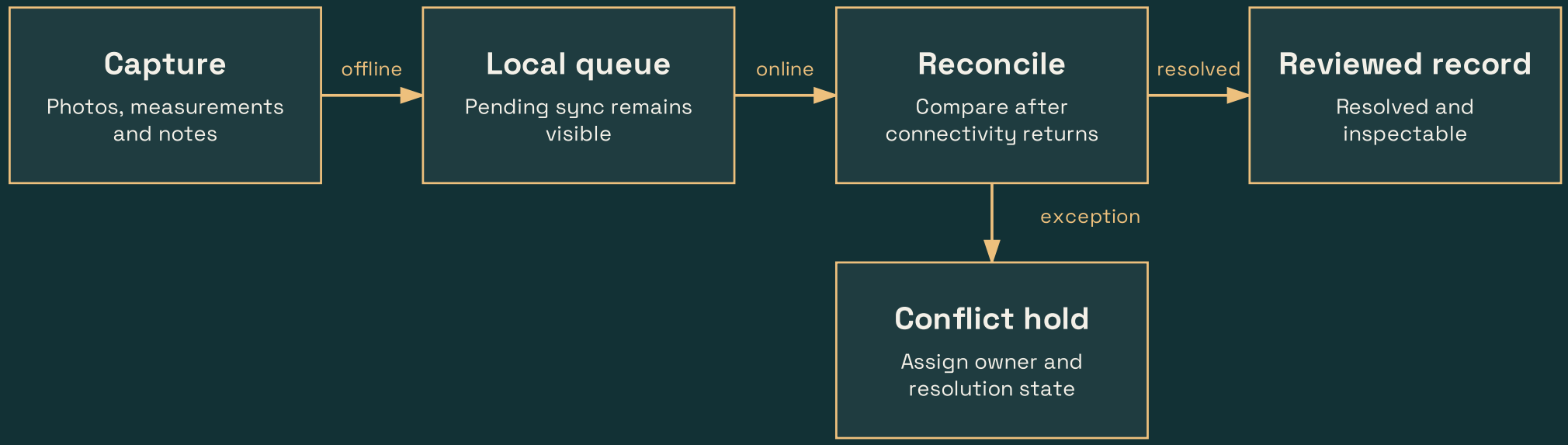
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Cannot see sync state

Pending versus missing photo

These fictional prompts are a design prompt, not a statistical sample. The pilot must test whether a visible queue removes the ambiguity.

Capture stays local; reconciliation makes state reviewable.



Proposed flow · conflict hold before review

Missing attachments remain on hold until assigned and resolved.

The planning scenario saves 4.29 hours; none is observed.

Assumes 50% less photo retrieval, 60% less duplicate entry and 40% less sync rework. Median handoff time is a separate pilot measure.

Protect the record first; pause expansion on conflict.

Trigger	Required response	Decision effect
Any lost record or silent overwrite	Pause pilot; investigate	Hard stop
Unresolved conflicts above 2%	Review reconciliation workflow	Pause expansion
Missing attachment	Assign owner and resolution state	Gate remains pending

A fast sync is insufficient if the reviewer cannot explain what happened to every record.

The four weeks end in a measured decision, not rollout.

WEEK 01

Define baseline

Confirm event definitions, participating technicians and starting handoff time.

WEEK 02

Exercise offline queue

Capture locally and expose a visible pending state before reconnect.

WEEK 03

Review exceptions

Inspect conflicts, missing attachments and their resolution ownership.

WEEK 04

Apply the gates

Measure reconciliation and median handoff time, then decide.

Authorize the pilot. Keep rollout gated.

95 %

Reconciliation gate

At least this share within 24 hours · pending measurement

30 %

Handoff-time gate

At least this median reduction · pending measurement

Third gate: every missing attachment has an owner and resolution state. Any lost record or silent overwrite pauses the pilot.

Requested now: one four-week pilot. Not authorized now: wider rollout.