

Service-request example

Synthetic instructional case SR-01

This specification-based case and all evaluator responses are constructed. No real user, employer system or participant result is represented. Read artifact.html and the assessment brief before opening the answer key.

Mandatory requirements

ID	Acceptance check	Specified artifact behavior	Status
R01	Choose service type	Service selection is present.	Verified
R02	Preserve details when navigating	Return control is labeled Go; text is preserved.	Verified
R03	Identify requester	Requester field is present.	Verified
R04	Show field validation	Required-field message says Something is wrong; field is identified.	Verified
R05	Specify pending state	No pending-state behavior is specified.	Fail
R06	Show unique success reference	Unique reference is present, with inconsistent formatting.	Verified
R07	Recover from network failure	No network-failure recovery is specified.	Fail
R08	Prevent duplicate submission	One request per submission token; explanation says Protected.	Verified
R09	Allow cancellation before submission	Leave abandons unsent request, with an ambiguous control label.	Verified
R10	Confirm consequential access change	Sending an access-change request has no confirmation step.	Fail

Recovery evidence and key

ID	Scenario	Evidence	Status
S01	Empty required field	Field identified; validation shown.	Verified
S02	Invalid requester	Correction keeps other inputs.	Verified
S03	Network timeout	No recovery path specified.	Fail
S04	Server rejection	Message and retry preserve inputs.	Verified
S05	Repeated click feedback and input preservation	Duplicate prevention is specified; feedback/preservation walkthrough is absent.	Unassessed
S06	Cancellation during pending submission	Outcome during processing is not assessed.	Unassessed

ID	Req.	Severity	Frozen reference deficiency
D01	R02	Minor	Ambiguous Go navigation label
D02	R04	Minor	Unclear validation wording
D03	R05	Major	Missing pending-state behavior
D04	R06	Minor	Inconsistent reference formatting
D05	R07	Major	Omitted network recovery
D06	R08	Minor	Unclear duplicate-protection explanation
D07	R09	Minor	Ambiguous cancellation label
D08	R10	Critical	Omitted confirmation

Completed calculation

Synthetic evaluator EX-1 reports F01-F05, matching D01, D02, D04, D05 and D07. Expected recall is 80%; judgment is Ready. Reference status is Nonready because mandatory conditions fail. The observed judgment is therefore a false-ready event.

Measure	Calculation	Result
Reference recall	5 / 8	62.5%
Expected-recall gap	80% - 62.5%	+17.5 pp
Omission recognition	1 / 3	33.3%
Recovery coverage	3 / 6	50.0%
Requirements coverage	7 / 10	70.0%
Single false-ready event	Ready on Nonready	1
Synthetic batch false-ready rate	3 / 4	75.0%

Decision: Hold for remediation

R05, R07 and R10 fail. D08 is critical. S05 and S06 are unassessed recovery checks retained in the denominator; they are not additional defects in the frozen eight-item key. R08 concerns duplicate-request prevention, while S05 adds repeated-click feedback and preservation. R09 concerns cancellation before submission; S06 concerns cancellation while pending.

Remediation plan: specify pending-state transitions, add timeout recovery retaining inputs, add confirmation for consequential requests, and assess S05/S06. Retest the changed artifact and affected paths. No corrected version or measured improvement is claimed.

Reproduce: open Evaluation-Completed.xlsx and compare its inputs to requirements.csv, recovery.csv, reference-key.csv, findings.csv and batch.csv. Counts are deliberately visible and editable. No effect size, user-study outcome or external adoption is implied.