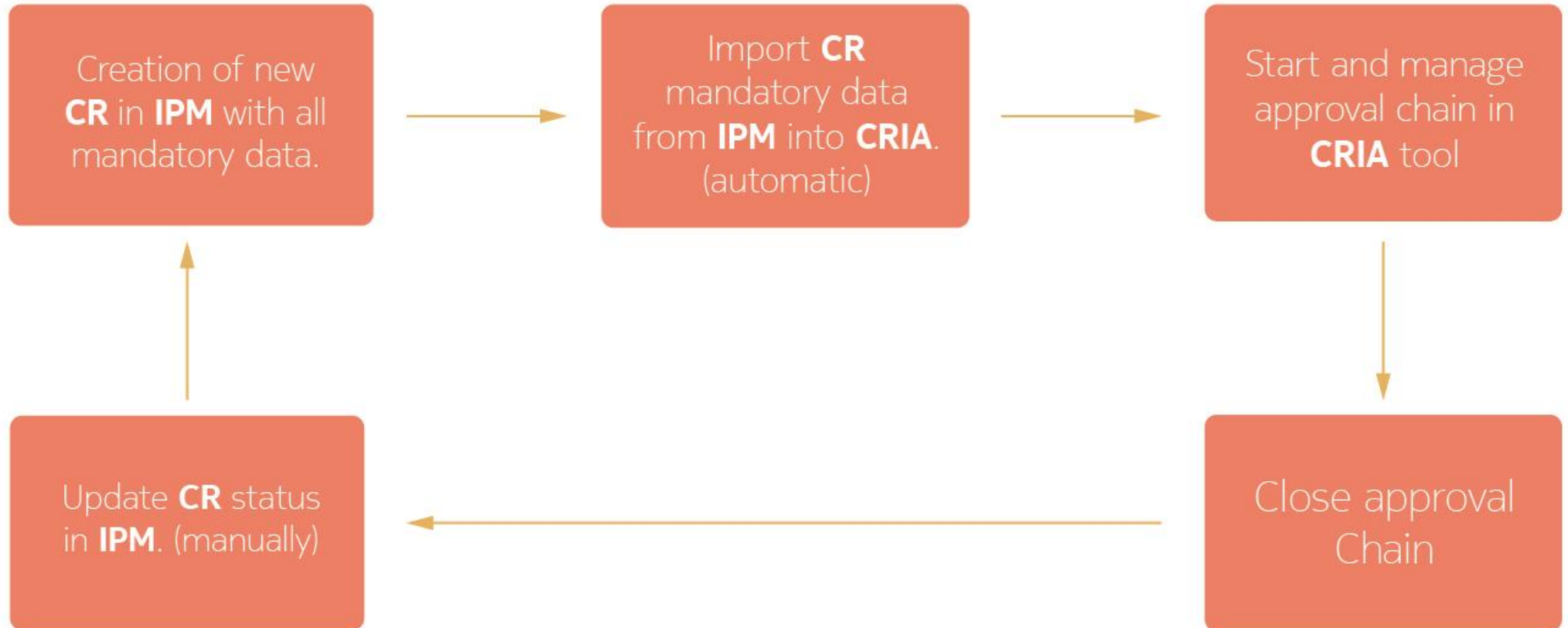


# **ZINA WORKFLOW MANAGEMENT User's guide**

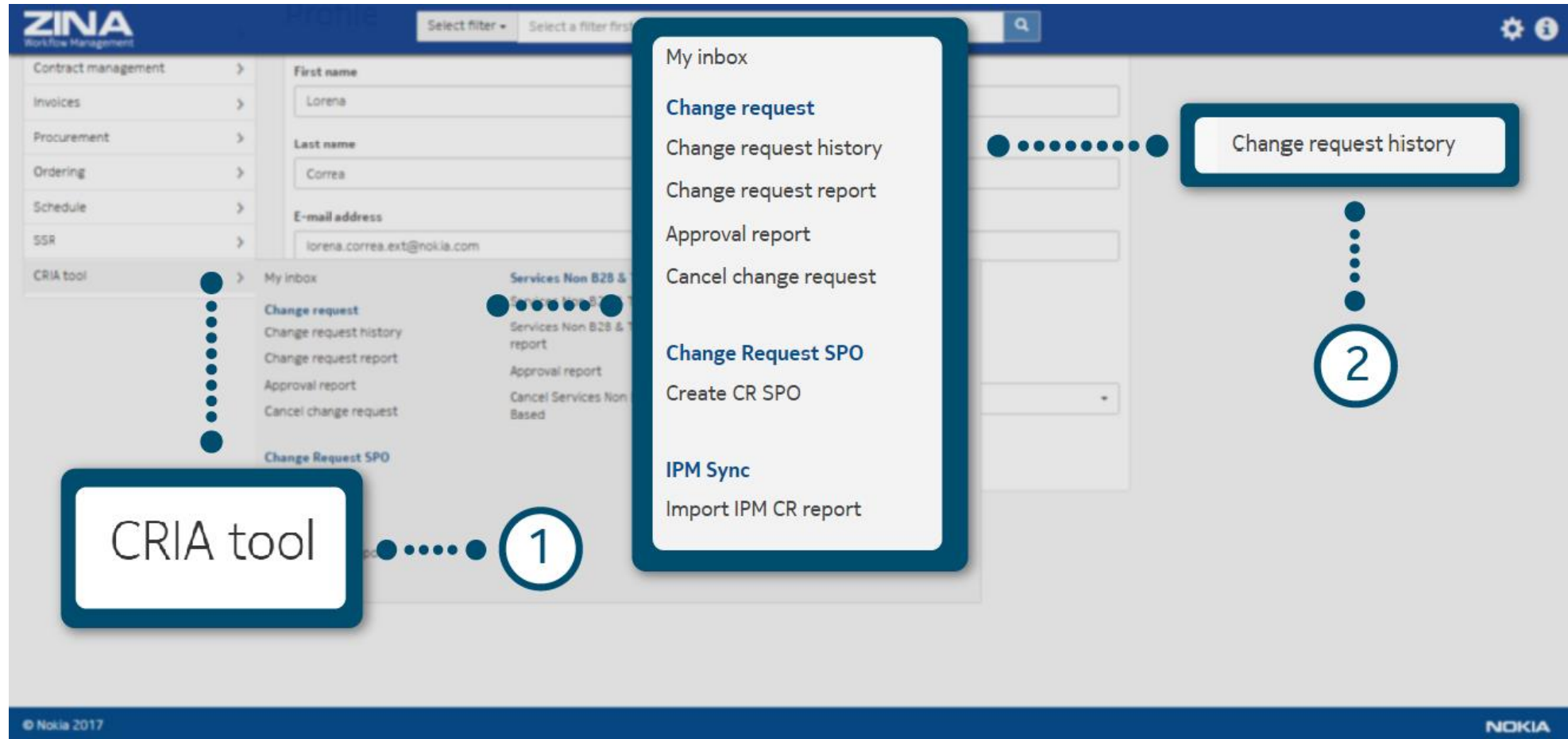
CRIA - Approval Change  
Request

- CRIA stands for Change Request Innovative Automation. It's a tool developed by Business Operations team for Latin America.
- CRIA tool aims to allow automation in the approval chain for Change Requests and centralize the database with information associated with these CRs.
- CRIA acts in the process of Change Requests approval. It is still needed and mandatory the usage of IPM for all other processes associated with CRs.
- This document describes the operational procedures for end users to import CR data from IPM and the benefits of the CRIA tool usage.

CR workflow  
using IPM and  
CRIA.



1. Display the side menu, display the "CRIA Tool" options.
2. Select the "Change request history" option as the image indicates.



1. You can filter CRIA - Approval Change Request list, click on "Display" blue button.
2. Complete the filter fields, as you require it and click on "Filter" blue button.

The screenshot shows the ZINA Workflow Management interface. On the left is a sidebar with navigation links: Master data, Project module, Reports, Contract management, Invoices, Procurement, Ordering, Schedule, SSR, and CRIA tool. The main area is titled 'Change request history' and contains a table with columns: CR ID, Date, CR Name, Subcontractor, Vendor/Supplier, Total Cost, Approved/Rejected on, Next Approver, and Status. A blue box with a white arrow and the text 'Display filter' is overlaid on the top right of the table, with a circled '1' next to it. Below the table, a 'Filters' panel is shown, containing input fields for CR ID, Subcontractor, Sub Project, Workflow Type, Customer Team, and Status. A blue box with a white arrow and the text 'Filter' is overlaid on the bottom left of the filters panel, with a circled '2' next to it.

CR ID	Date	CR Name	Subcontractor	Vendor/Supplier	Total Cost	Approved/Rejected on	Next Approver	Status
729750	19-Feb-2017	Generador Provisoria 24/77		Claro Chile	7,420.87			

Click on one CR ID (left side column) to open CR details, as the image shows.

ZINA  
Workflow Management

Select filter ▾

Select a filter first...

Q

Master data >

Project module >

Reports >

Contract management >

Invoices >

Procurement >

Ordering >

Schedule >

SSR >

CRIA tool >

Home / CRIA tool / Change request history

Change request history

Display filter

CR ID	Date	CR Name	CT/Sub project	Vendor/Supplier	Total Cost	Approved/Rejected on	Next Approver	Status
729750	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,420.87 EUR		Pending approval	⊗
729745	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,420.87 EUR		Pending approval	⊗
729746 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,420.87 EUR		Pending approval	⊗
729751 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,849.00 EUR		Pending approval	⊗
729752 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,849.00 EUR		Pending approval	⊗
729776 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,849.00 EUR		Pending approval	⊗
729763 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7	Claro Chile		7,849.00 EUR		Pending approval	⊗

729750 (NOT SENT)

Complete CRIA fields in Business Case template.

ZINA

Workflow Management

Master data

Project module

Reports

Contract management

Invoices

Procurement

Ordering

Schedule

SSR

CRIA tool

CR ID: 729750 - Generador Provisorio 24/7

CR Raised date:	Feb. 19, 2017
CR Raised by:	dieramir
CBT:	AMX
Customer team:	Claro Chile
Project:	CL Claro Chile Sitios Rurales
Sub project:	<div>-----</div>
PM:	<div>-----</div>
Site ID:	09_728
CR name:	Generador Provisorio 24/7
CR SAP category:	Sellable Additional Works
CRWP package name	Sellable Additional Works
CR category:	Execution Out of Scope <i>Description: Execution - Out of Scope</i>

CRQ value / CR sales (USD)

20,760.00

Click on “Save changes” blue button to keep the information or “close” red button to discard.

The screenshot displays the ZINA Workflow Management interface for a Change Request (CR) package. The form includes the following fields:

CRWP package name	Sellable Additional Works
CR category:	Execution - Out of Scope <i>Description: Execution - Out of Scope</i>
CR Cost estimated (CLP)	5,200,000.00
CR Cost estimated (EUR)	7.42
CPO Value / CR sales (USD)	20,760.00
CPO value / CR sales(EUR)	29.63
CR sales margin	-24945.12%
Euro exchange rate (in CLP)	700.7266 <small>Insert the the euro value in local currency Follow this link to check NOKIA exchange rate</small>
CR description	Servicio de energía provisoria con generador heavy duty 24/7
Vendor name / Supplier	
(i) Advanced billable	
CR ACC indicator	AW1 - Sellable Additional Works
CR bundle ID	

At the bottom of the form, there are two main buttons: a blue "Save changes" button and a red "Cancel" button. A large blue box highlights these buttons. Above the "Save changes" button, there is a small blue circle with the number "1" and a vertical dotted line. Above the "Cancel" button, there is a small blue circle with the number "2" and a vertical dotted line. A "Show/Hide extra data" toggle is also visible.



Once a CR is sent for approval, two sequential approval flows will be created:

- Review flow, where CR should be validated by PM and CM before approvals.
- Approval flow, where CR will be submitted to LoA approvers, after Review Flow confirmation

Once reviewing the Change Request order:

1. Go to CRIA side menu and display its options.
2. Select “My inbox” CRIA option.

The screenshot displays the ZINA Workflow Management interface. On the left, a sidebar menu is visible with the 'CRIA tool' option highlighted. A callout box labeled 'CRIA tool' points to this menu item. A second callout box, labeled '1', points to the 'My inbox' option within the CRIA tool menu. A third callout box, labeled '2', points to the 'My inbox' option in the main table area of the interface. The main table displays a list of change requests with columns for 'Claro Chile', 'Amount (EUR)', and 'Status'. The status for all listed requests is 'Pending approval'.

Claro Chile	Amount (EUR)	Status
Claro Chile	8,990.67 EUR	Pending approval
Claro Chile	8,990.67 EUR	Pending approval
Claro Chile	8,990.67 EUR	Pending approval
Claro Chile	8,990.67 EUR	Pending approval
Claro Chile	8,419.83 EUR	Pending approval
Claro Chile	8,419.83 EUR	Pending approval
Claro Chile	7,849.00 EUR	Pending approval
Claro Chile	8,990.67 EUR	Pending approval
Claro Chile	8,990.67 EUR	Pending approval

1. In "My Inbox" page, you will receive a case summary and you will ask for approval.
2. Approval can be done for CR or for the CR group selected in My Inbox page. Automatically an email will be sent by CRIA Tool each 24 hours to inform the approver with pending requests.

The screenshot displays the ZINA Workflow Management interface. On the left is a sidebar menu with various options like 'Admin's Area', 'Invoice gate', 'Master data', 'Project', 'Reports', 'Order intake', 'Contract management', 'Logistics', 'BRTT', 'Invoices', 'Procurement', 'Claro', 'OI', 'TIM', 'Ordering', 'Schedule', and 'NAM'. The main area features a table of Change Requests (CRs) with columns: ID, CT, Creation date, SAP category, Justification, CR cost (€), CR bundle, and Action. A specific CR is highlighted with a blue border and a circled '1' pointing to it. Below the table, there is a button labeled 'Approve selected CRs' with a checkmark icon. A circled '2' points to this button, indicating the approval step.

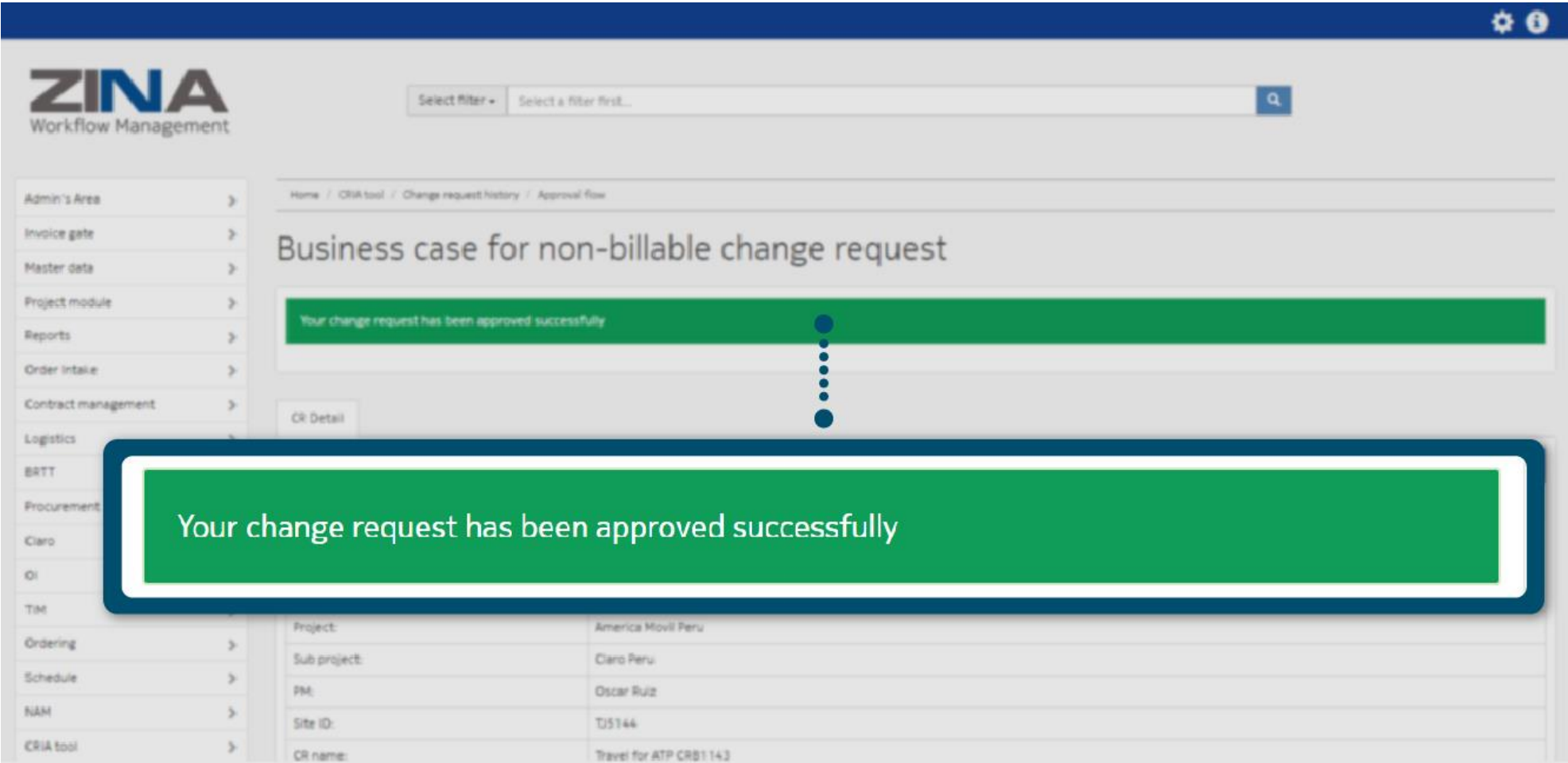
ID	CT	Creation date	SAP category	Justification	CR cost (€)	CR bundle	Action
729178	Claro Colombia	2017/02/17	Extra Works (NCC - unplanned)	Company_Name: COOMSCOPE WP_Related: 9088643 CR_Dummy CR_WP: 12209002 Description: Jumpers needed to finish MIMO Project	72,361.89		<input checked="" type="checkbox"/> <input type="checkbox"/>

Approve selected CRs

1. Click on “Approve” blue button to validate.
2. Click on “Reject” red button to discard.

# ZINA

If your approve process was successful, you will see a green alert indicating that your change request has been approved.



To finish, you will receive an email notification with process report, as shows the image.



### SoR for CRIA tool users

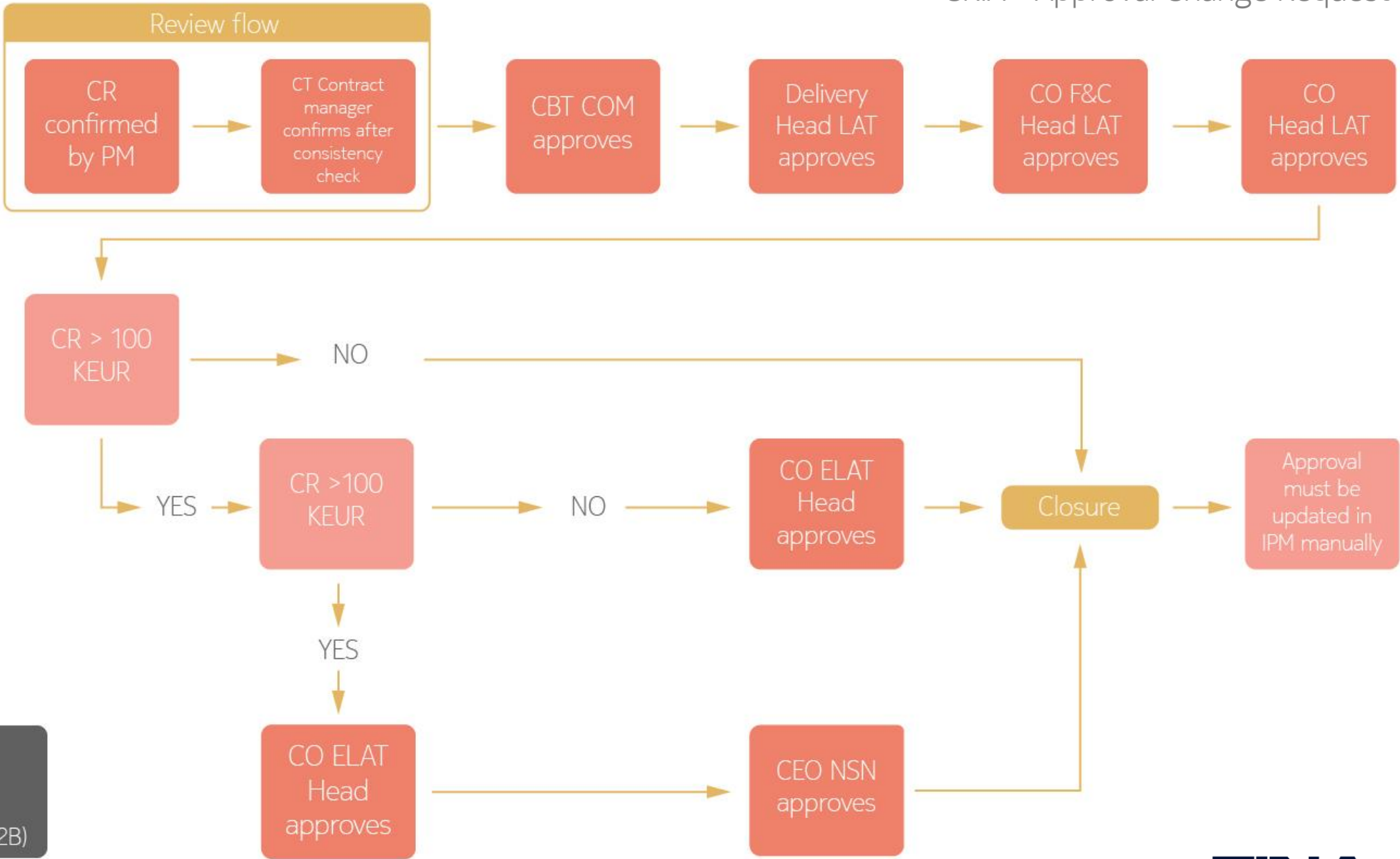
		Initial Setup of CRIA per CT/CBT	Provide support material for training Key/End users	Support on outages and during unexpected tool behavior identified by end-users	Keep updated setup of users and approvers per CT / CBT	Input CR information correctly in IPM	Review CR information before approval flow starts	Provide clear information to CR owner when return CR to IPM is needed	Define and request substitutes when primary approver not able to access the tool	Update approvers status (active/inactive) and add new substitutes	Approve / Reject CR's with clear justifications when needed	Report deviations in LoA to be adjusted in the process and implemented in the tool	Update IPM with the final CR status (Approved/Rejected)	Request clean up of database (total or partial) in CRIA Tool	Execute clean up of database (total or partial) in CRIA Tool
User Profile	CRIA profile														
CRIA tech support	Key-user	X	X	X											X
Project delivery resources	End-user					X						X			
Project Managers	End-user					X	X					X			
Contract Managers	End-user						X	X				X			
CT Contract Managers	Key-user				X			X				X			
CBT Contract Managers	Key-user				X			X	X	X		X		X	
LoA approvers	End-user							X	X		X	X			
IPM updaters	End-user											X	X		



Automatic approval chain algorithm is the core of CRIA tool. It's defined in the administrative area of the tool (by the CRIA Key User) and it is dependent of:

- Business Case type (associated with CR SAP Category and CRWP Package Name)
- Sellable additional works with PO => Billable No B2B workflow
- Sellable additional works => Billable workflow
- Extra works (planned / unplanned (NCC) ) => Non-billable workflow
- Sellable additional works pre-negotiated (only AMX Chile) => Advanced Billable
- Change Request Cost (associated with CR Estimated Cost)

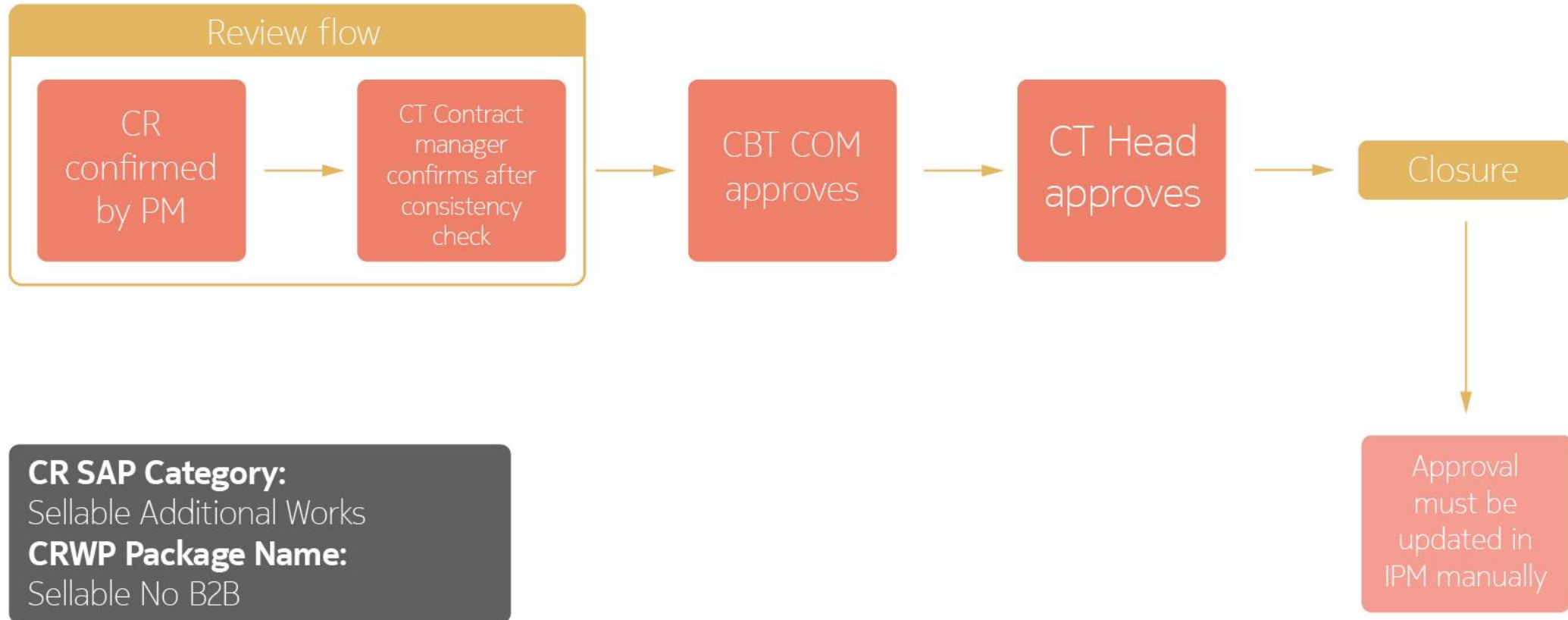




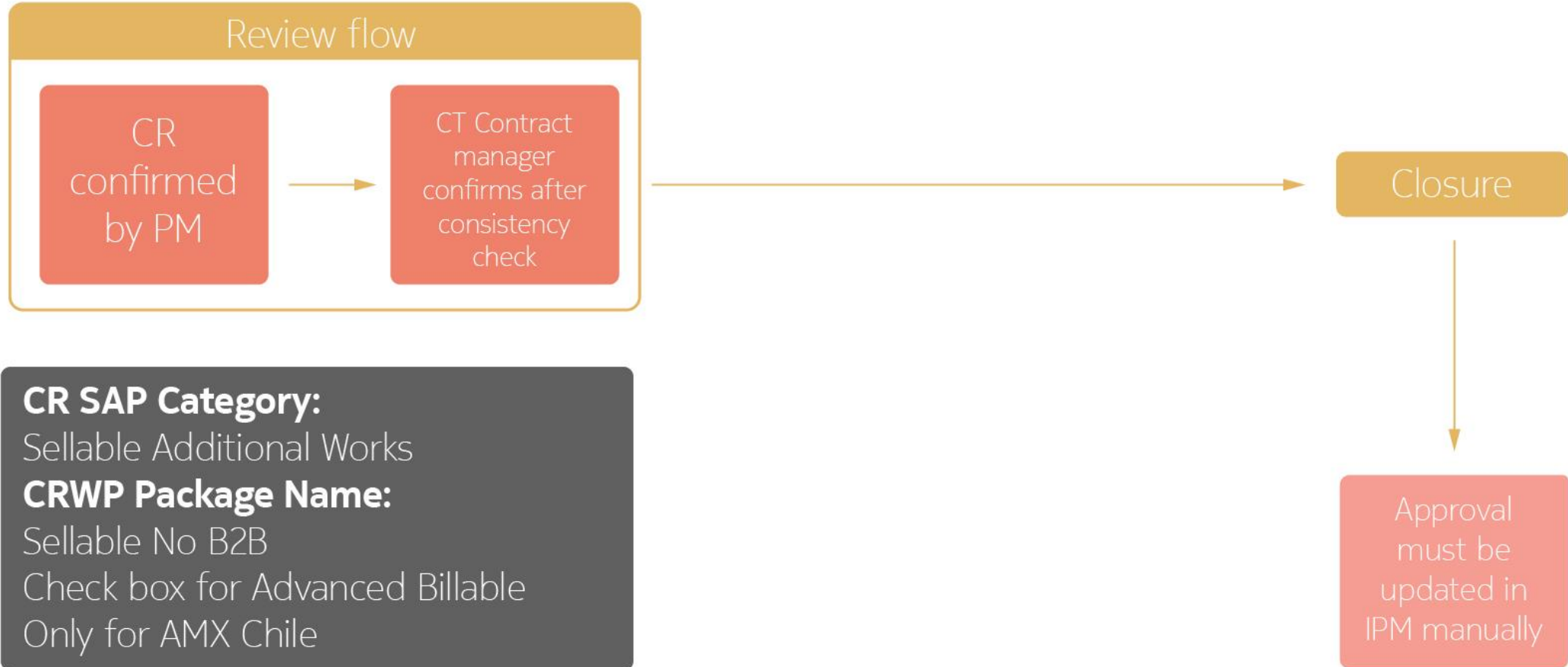
Implemented Approval Chain for Billable CRs.

**CR SAP Category:**  
Sellable Additional Works  
**CRWP Package Name:**  
Any (unless than Sellable No B2B)

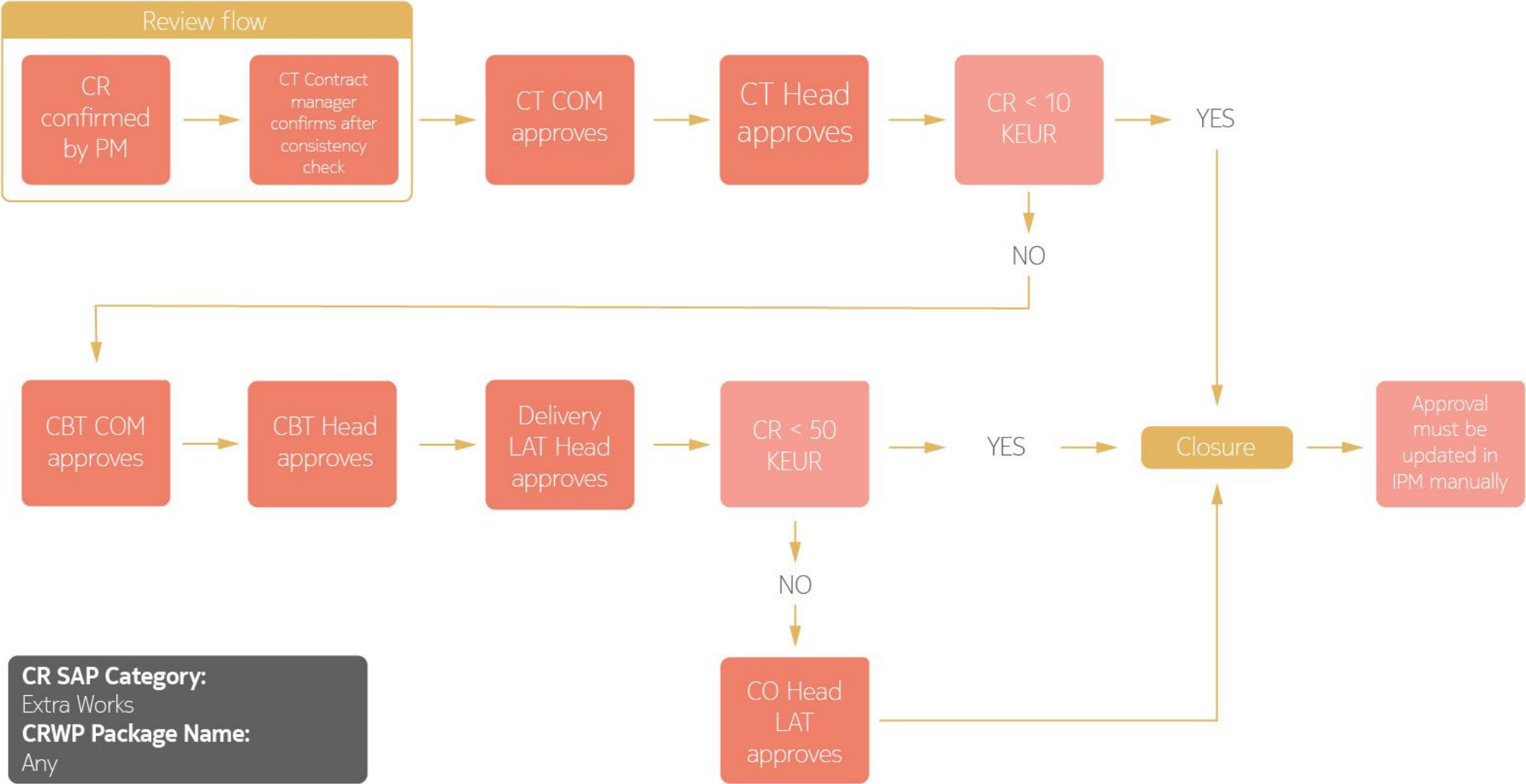
Implemented Approval Chain for Billable Non B2B CRs.



Implemented  
Approval Chain  
for Advance  
Billable.



Implemented  
Approval  
Chain for  
Non-Billable  
CRs.



If you need any further assistance, user management and support, please get in touch with our team at [support.zina@nokia.com](mailto:support.zina@nokia.com).

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