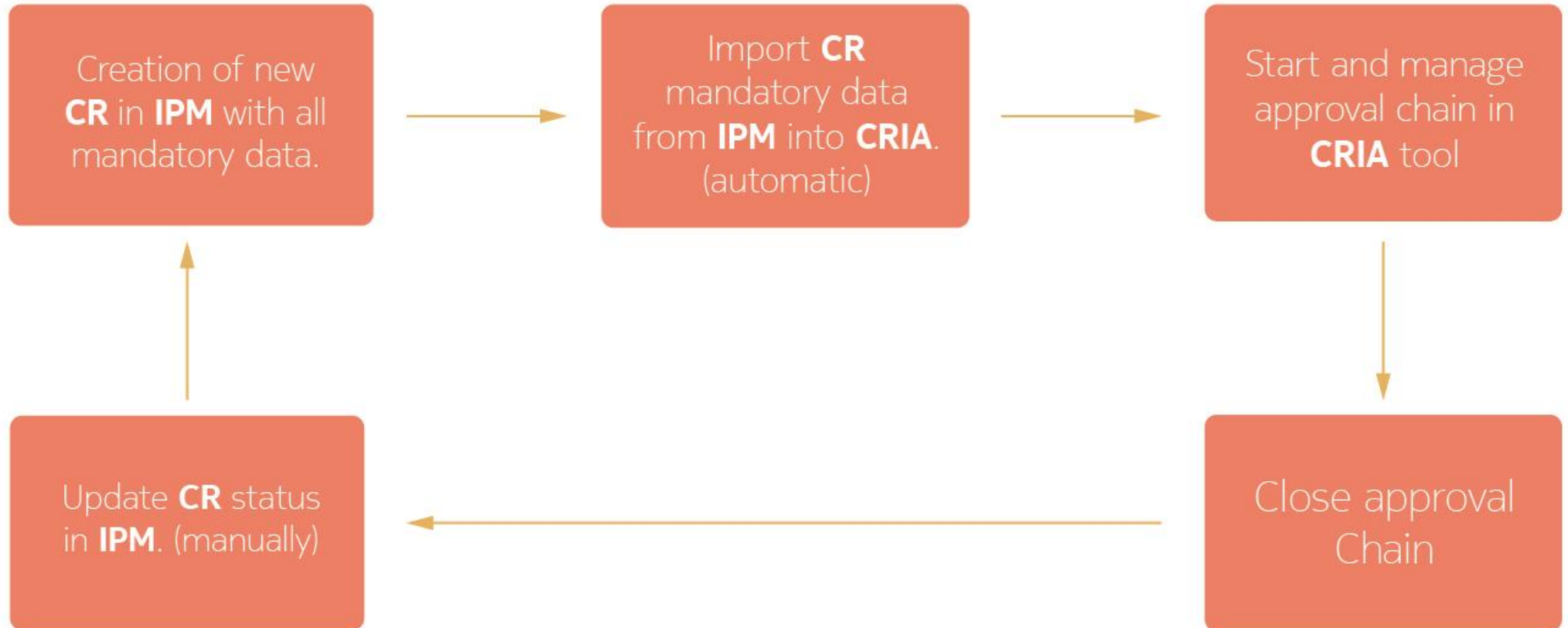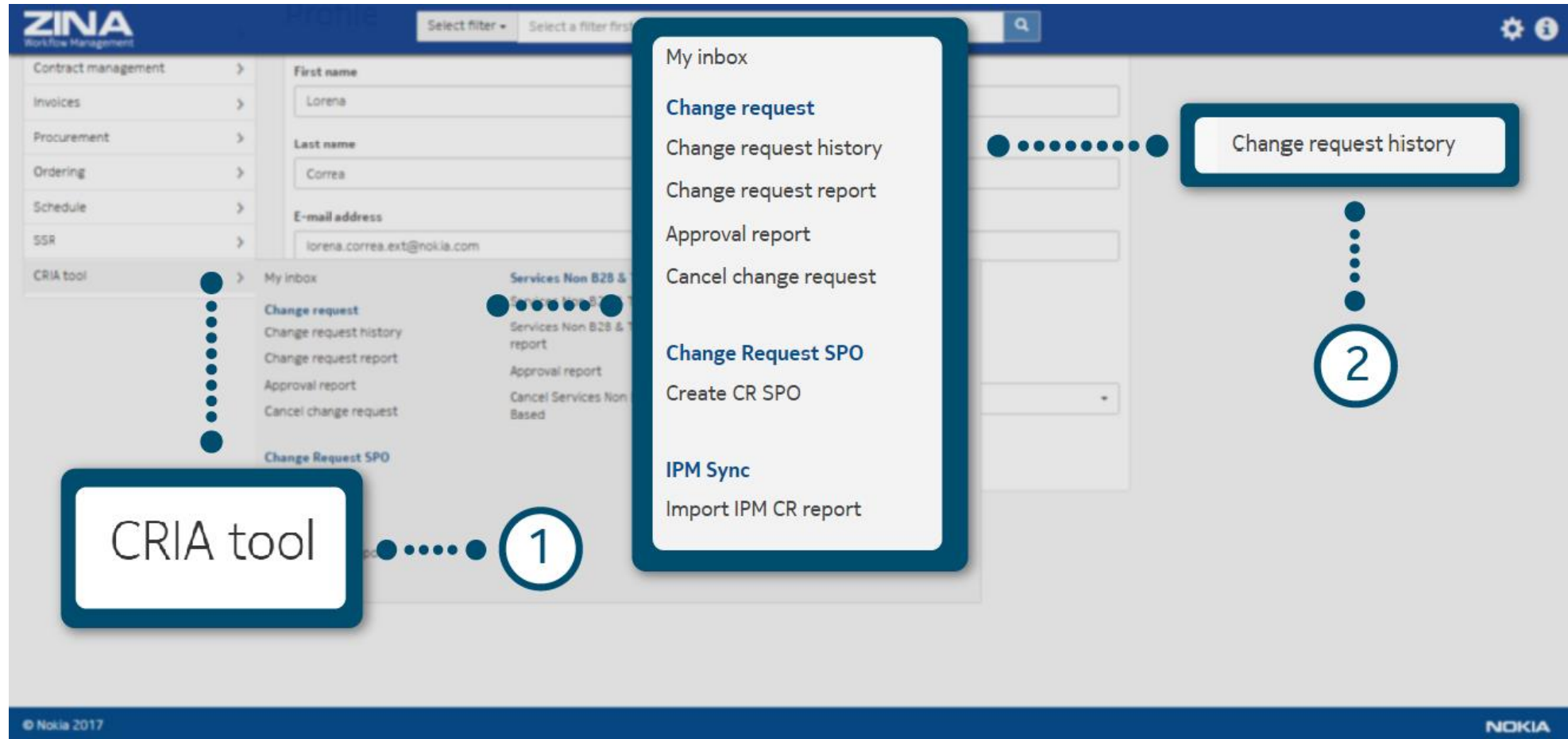# ZINA WORKFLOW MANAGEMENT
User's guide

CRIA - Approval Change Request

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• 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.

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CR workflow using IPM and CRIA.

Creation of new **CR** in **IPM** with all mandatory data.

Import **CR** mandatory data from **IPM** into **CRIA**. (automatic)

Start and manage approval chain in **CRIA** tool

Update **CR** status in **IPM**. (manually)

Close approval Chain

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

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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.

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

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Complete CRIA fields in Business Case template.

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

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.

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.

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Go to the CR History page, select a CR ID. On the bottom CR details, review the flow process:

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

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

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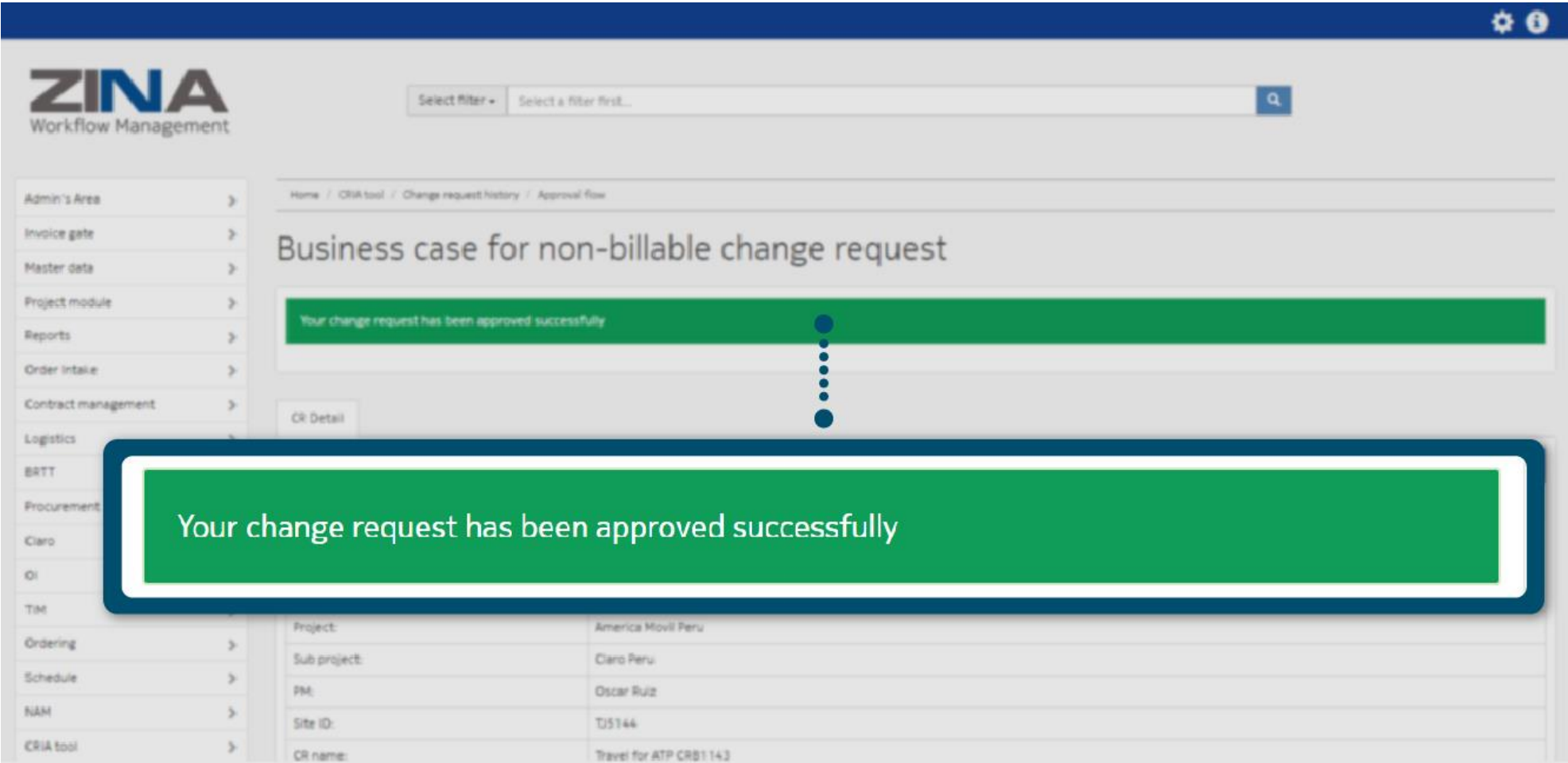
To finish, you will receive an email notification with process report, as shows the image.

SoR for CRIA tool users

User Profile	CRIA profile	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
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)
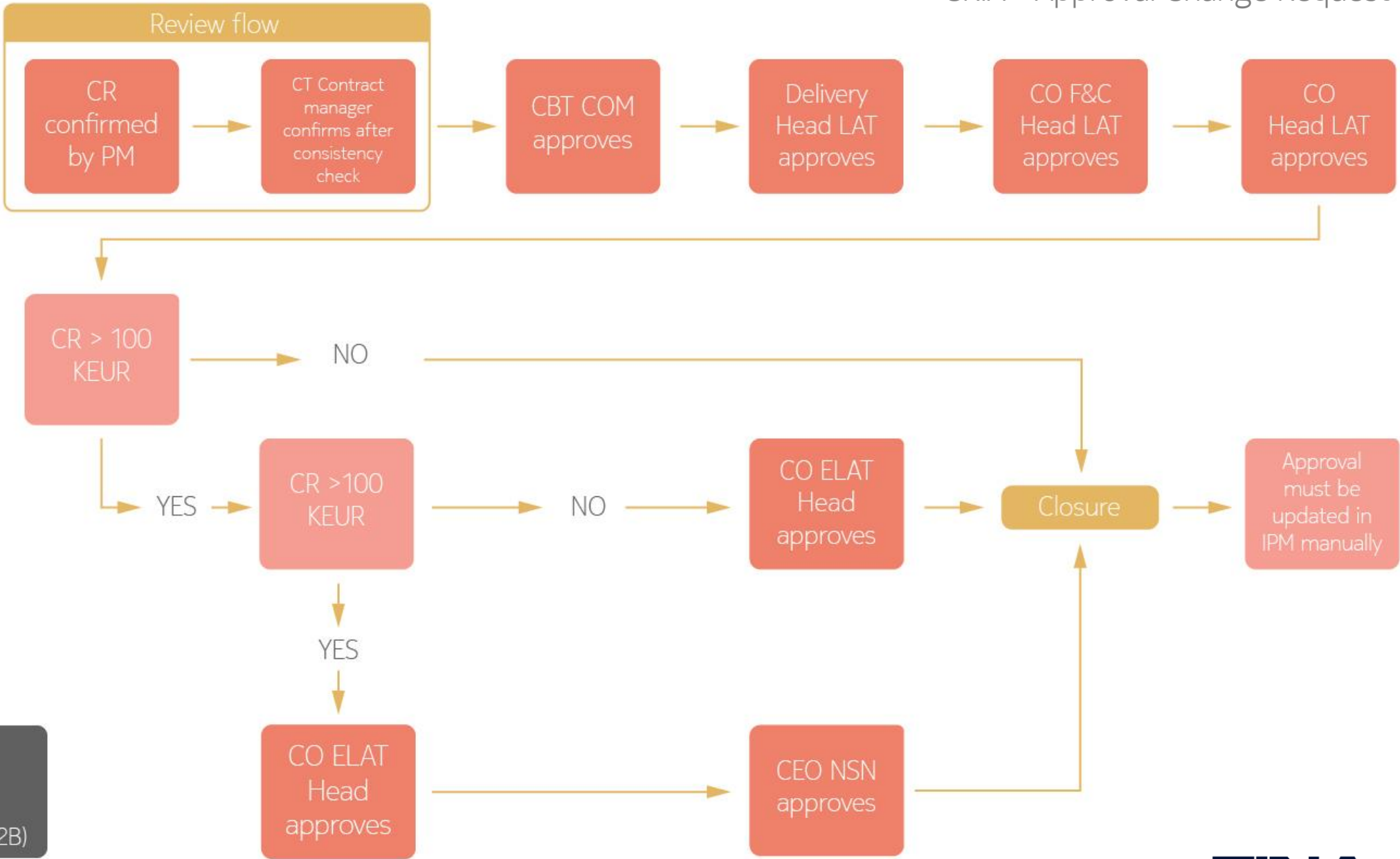
Implemented Approval Chain for Billable Non B2B CRs.

Review flow

CR confirmed by PM → CT Contract manager confirms after consistency check → CBT COM approves → CT Head approves → Closure → Approval must be updated in IPM manually

CR SAP Category:
Sellable Additional Works
CRWP Package Name:
Sellable No B2B
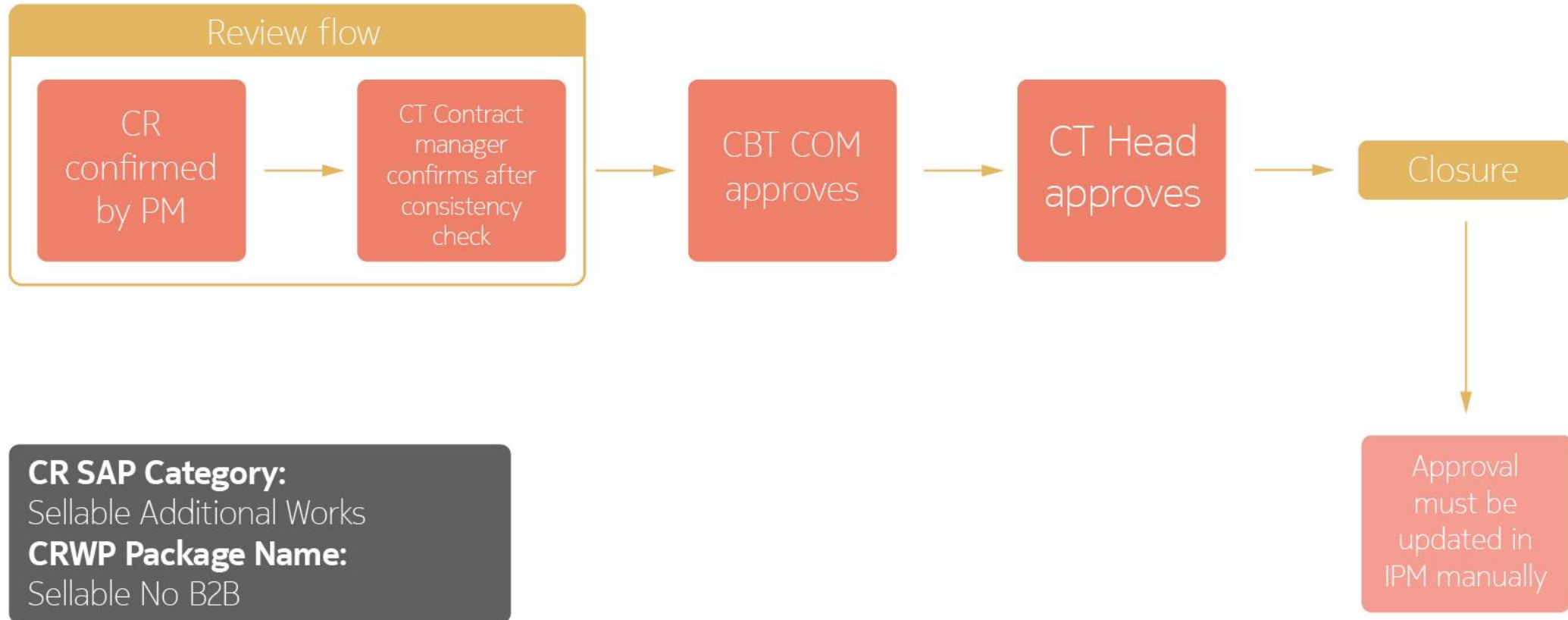
NOKIA

Implemented Approval Chain for Advance Billable.

Review flow

CR confirmed by PM → CT Contract manager confirms after consistency check

Closure

CR SAP Category:
Sellable Additional Works
CRWP Package Name:
Sellable No B2B
Check box for Advanced Billable
Only for AMX Chile

Approval must be updated in IPM manually
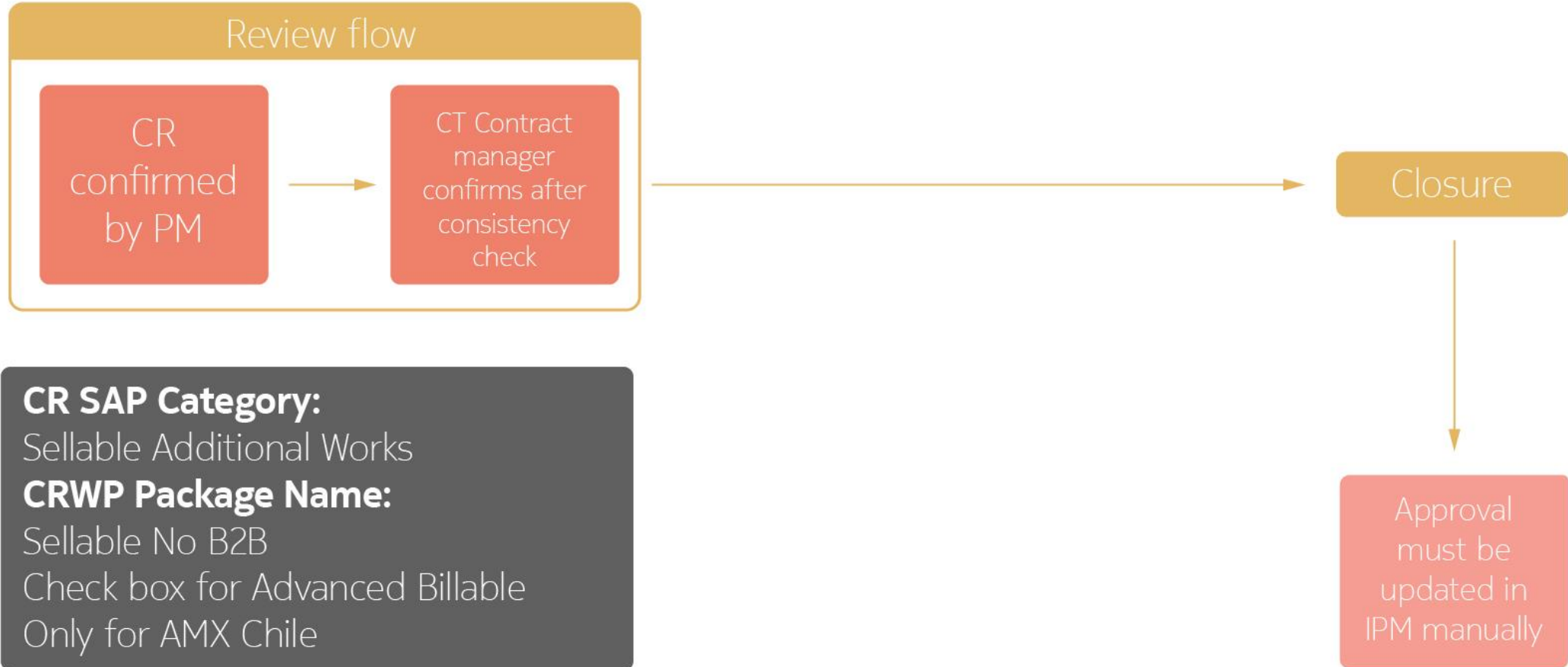
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Implemented Approval Chain for Non-Billable CRs.

Review flow

CR confirmed by PM → CT Contract manager confirms after consistency check → CT COM approves → CT Head approves → CR < 10 KEUR → YES

CR < 10 KEUR → NO

CBT COM approves → CBT Head approves → Delivery LAT Head approves → CR < 50 KEUR → YES → Closure → Approval must be updated in IPM manually

CR < 50 KEUR → NO → CO Head LAT approves → Closure

CR SAP Category:
Extra Works
CRWP Package Name:
Any
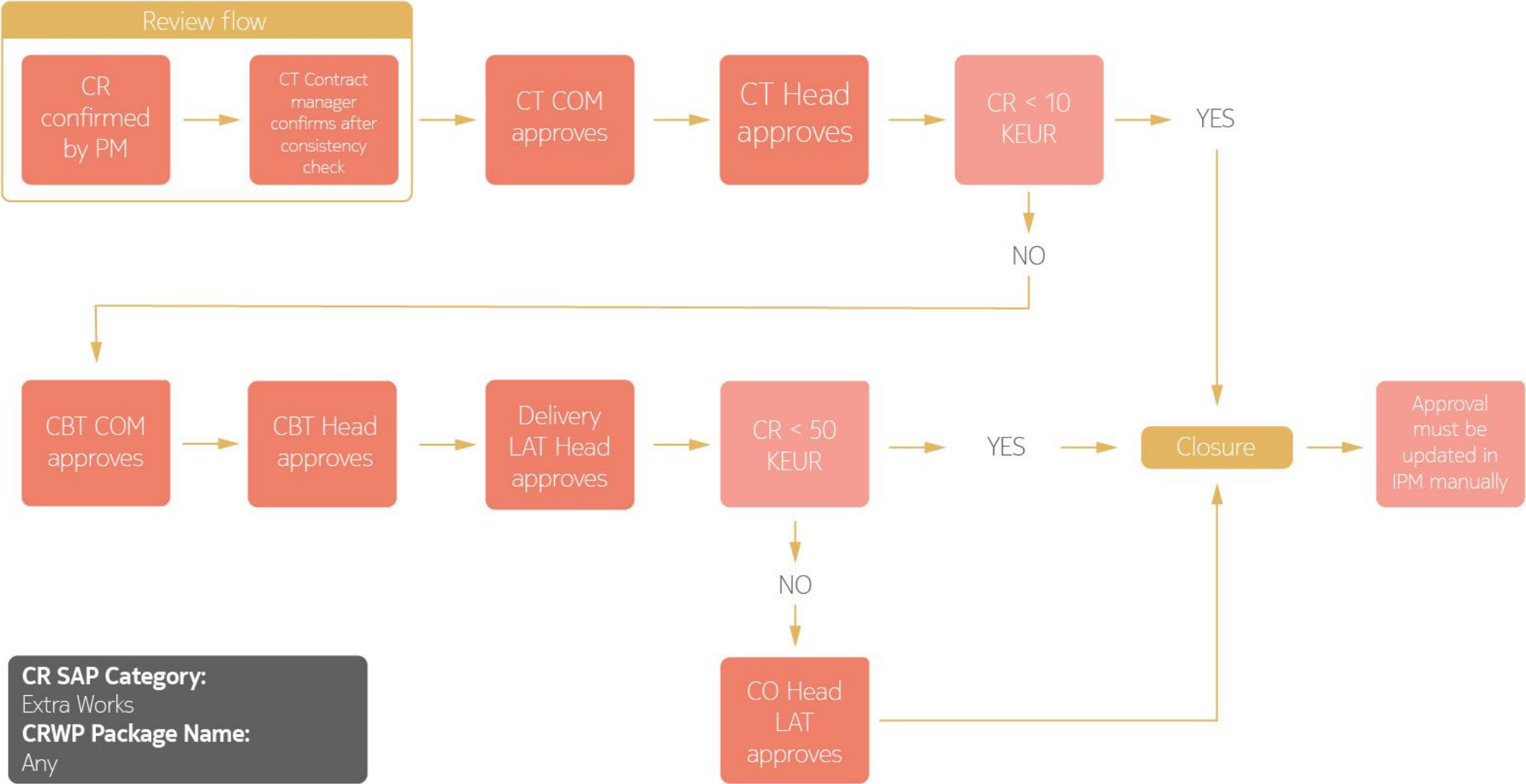
If you need any further assistance, user management and support, please get in touch with our team at support.zina@nokia.com.