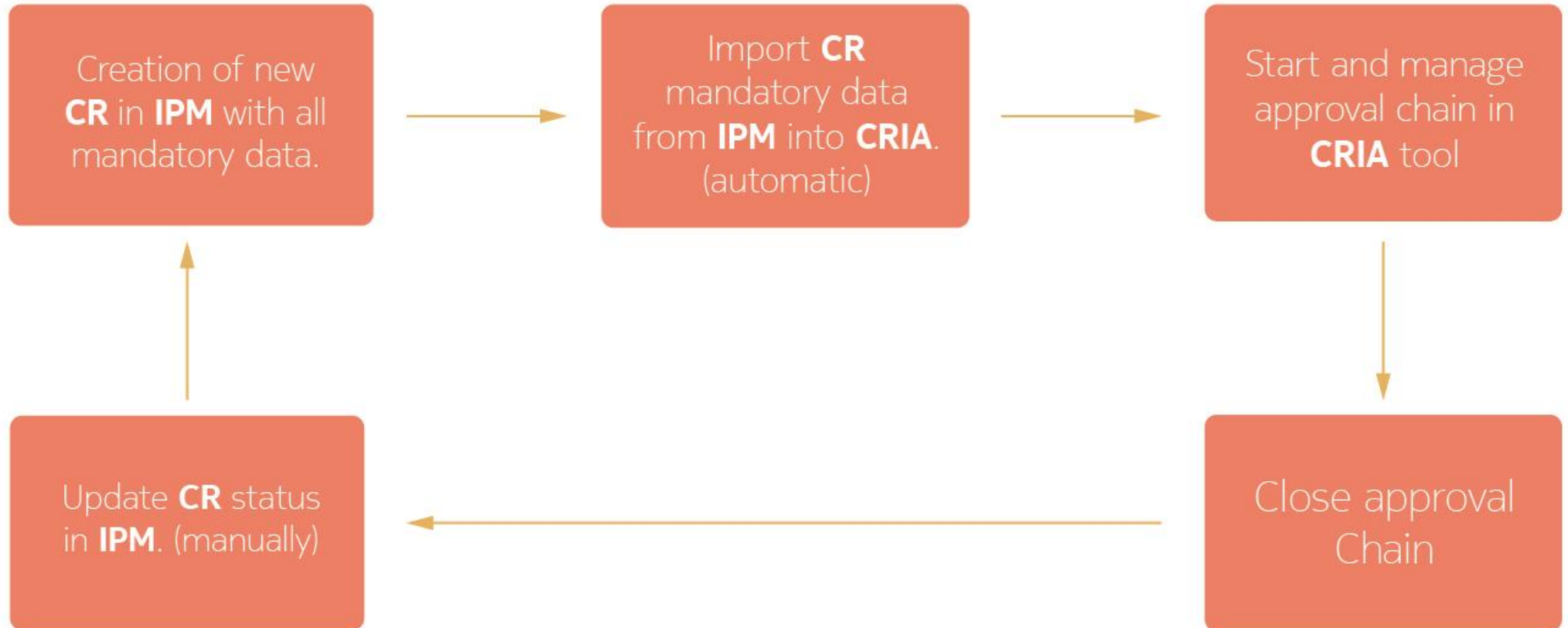


ZINA WORKFLOW MANAGEMENT User's guide

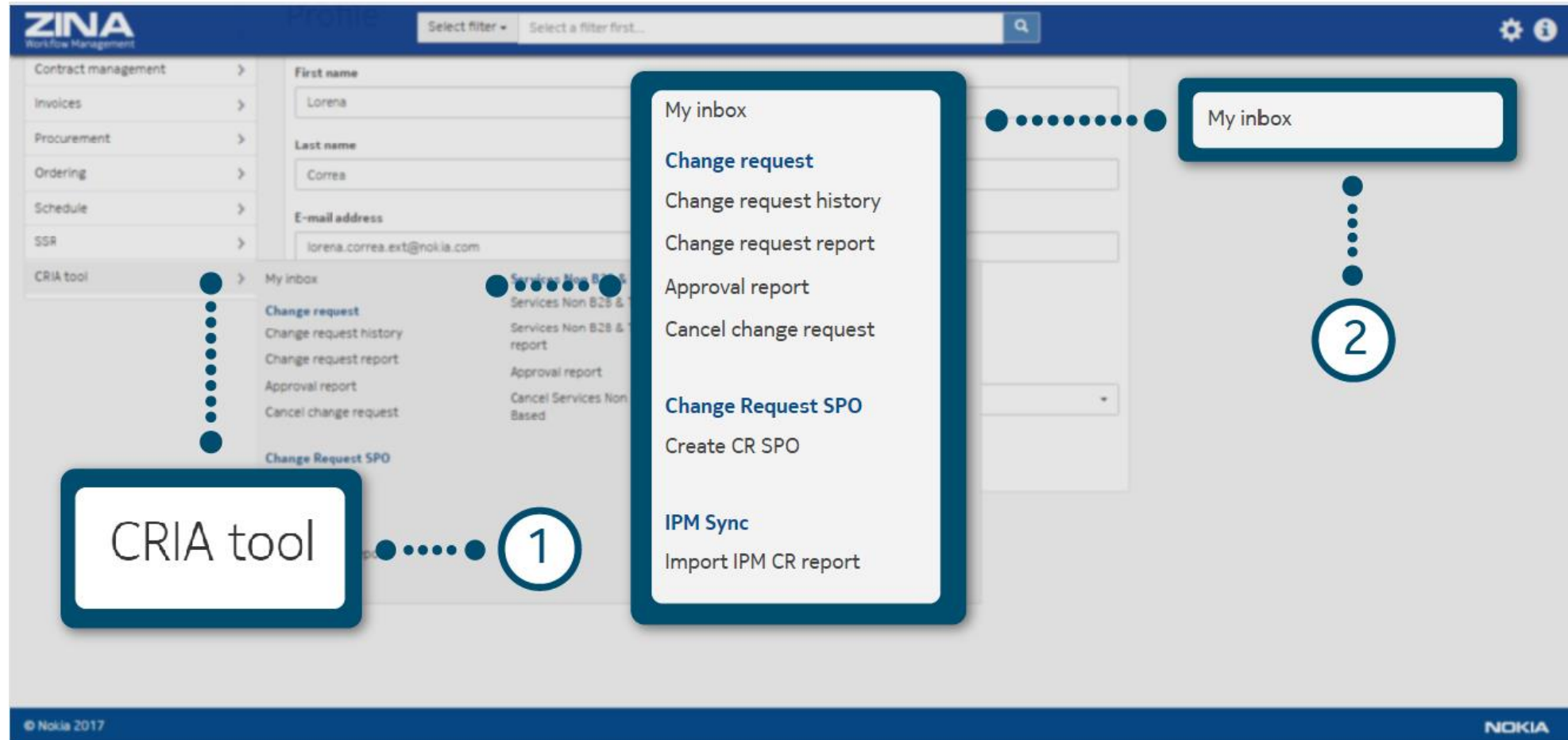
CRIA - Approvers Info
Session

- 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 "My Inbox" option as the image indicates.



In "My Inbox" page, you will receive a case summary and you will ask for approval.

1. Check ID to see details before approve.
2. Approve or Reject each CR individually.

The screenshot displays the ZINA Workflow Management interface. A table lists several CRs (Change Requests) with columns for ID, CT, Creation date, SAP category, Justification, CR cost (€), CR bundle, and Action. A callout box labeled '1' points to the ID column, highlighting the value '733860'. Another callout box labeled '2' points to the Action column, showing a blue checkmark icon and a red arrow icon. Below the table, there are buttons for 'Approve selected CRs'.

ID	CT	Creation date	SAP category	Justification	CR cost (€)	CR bundle	Action
733867	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Arrow]
733868	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Arrow]
733869	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP, vehicle required	283.56	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Arrow]
733860	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Arrow]
733856	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Arrow]

- Approval flow.
- Status of approvals
- Approval or rejection
- Comments.

To accept or discard a process in CR detail page:

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

Review flow

Role	Approver		Status	
Project Managers	Catalina Ramirez	✓	Confirmed on 17-Feb-2017	No action available
CT PCM	Rosa Mendoza Arana	✓	Sent for approval on 17-Feb-2017	No action available

Approval flow

Role	Approver		Status		Comments
CT COM	Javier Guzman	✓	Approved on 17-Feb-2017 by Jose Herrera	No action available	No comments
CT Head	Paolo Ugo Giuseppe Veglio	✓	Approved on 17-Feb-2017	No action available	No comments
CBT COM	Gabriel			No action available	No comments
CBT Head	Raul			✓ Approve ✗ Reject	No comments
Delivery Head LAT	Rafa				No comments
CO LAT Head	Dimitri Dilliani				No comments

Diagram illustrating the approval flow for the project. The flow starts with the Project Managers (Catalina Ramirez) and CT PCM (Rosa Mendoza Arana) reviewing the project. The Project Managers confirmed the project on 17-Feb-2017, and the CT PCM sent it for approval on 17-Feb-2017. The approval flow then proceeds to the CT COM (Javier Guzman) and CT Head (Paolo Ugo Giuseppe Veglio), who both approved the project on 17-Feb-2017. The flow then moves to the CBT COM (Gabriel), CBT Head (Raul), Delivery Head LAT (Rafa), and CO LAT Head (Dimitri Dilliani), who are all pending approval. A callout box shows the 'Approve' and 'Reject' buttons.

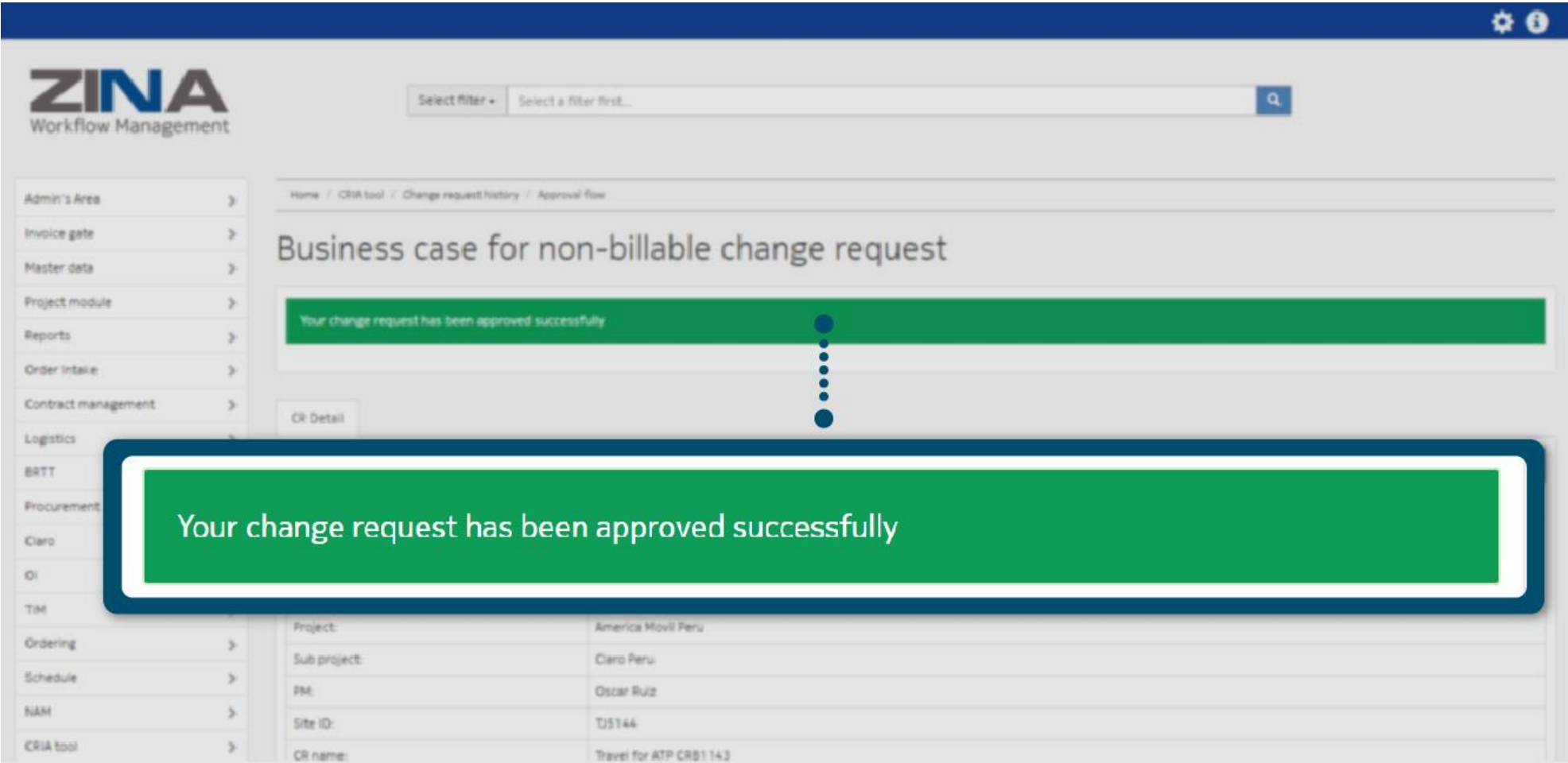
To approve many order request into "My inbox" page.

1. Select CR boxes to approve.
2. Click on "Approve selected CRs" blue button.

The screenshot displays the ZINA Workflow Management interface. A table lists several CRs (Change Requests) with columns for ID, CT, Creation date, SAP category, Justification, CR cost (€), and CR bundle. Each row has a checkbox in the first column for selection. A blue box with a checkmark icon and the number '1' points to these checkboxes. Below the table, a blue button labeled 'Approve selected CRs' is highlighted with a blue box and the number '2'. The button also features a checkmark icon.

ID	CT	Creation date	SAP category	Justification	CR cost (€)	CR bundle	Action
733807	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Cancel]
733808	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Cancel]
733861	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP, vehicle required	283.56	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Cancel]
733860	Claro Peru	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Cancel]
733856	Claro	2017/03/07	Extra Works (planned)	Return to site for ATP	169.80	1143: CR_Bundle_ClaroPe_001_Modernizacion-Canon1_ATPs-Group1	[Checkmark] [Cancel]

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		

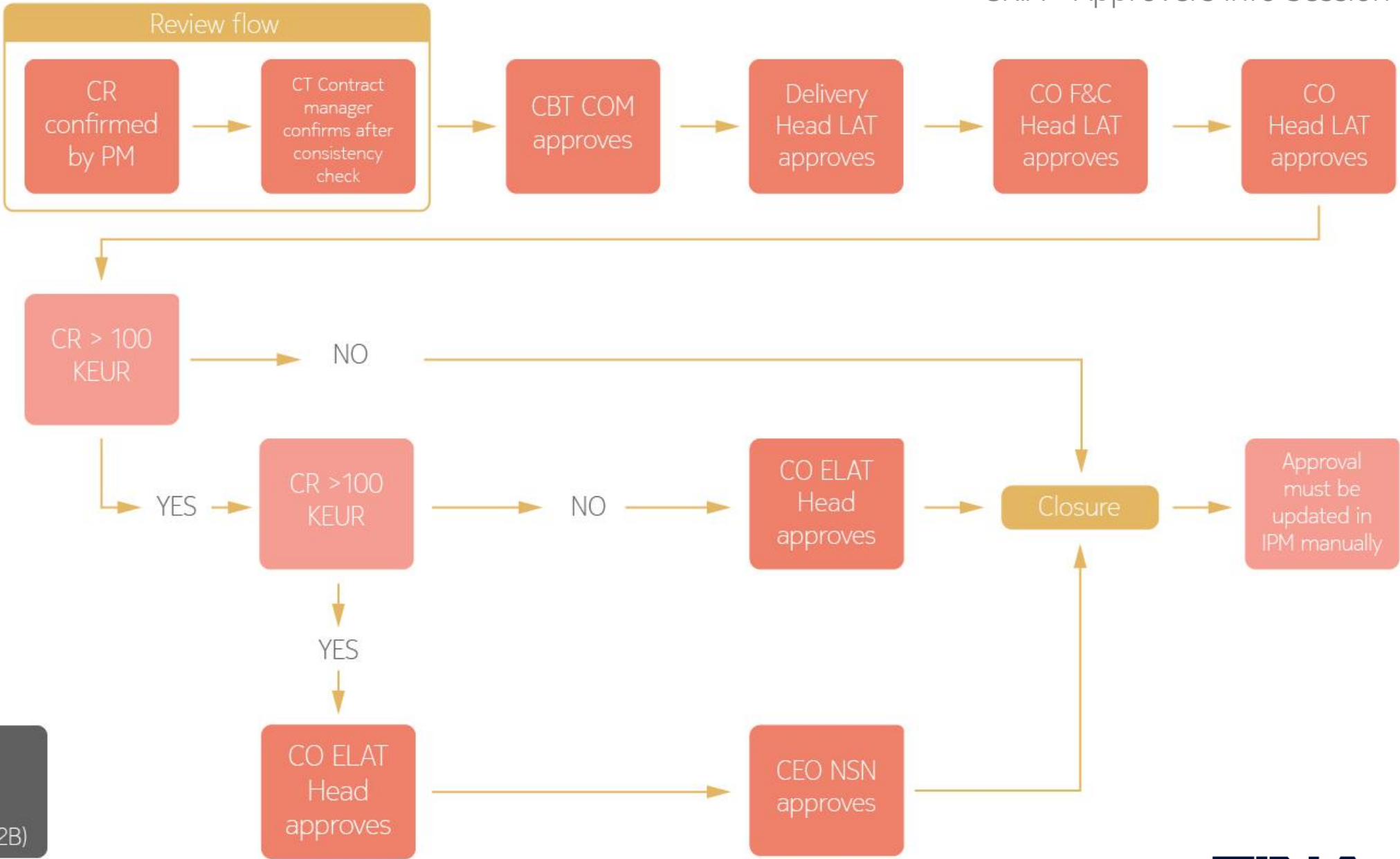
Automatic approval chain algorithm is the core of CRIA tool. It's defined in the administrative area of the tool (by the CRIA Key User) and it is dependent of:

- 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)

How tool automatically selects the kind of CR:

(Based to (Slide 13) Implemented Approval Chain for Billable CRs Work flow.)

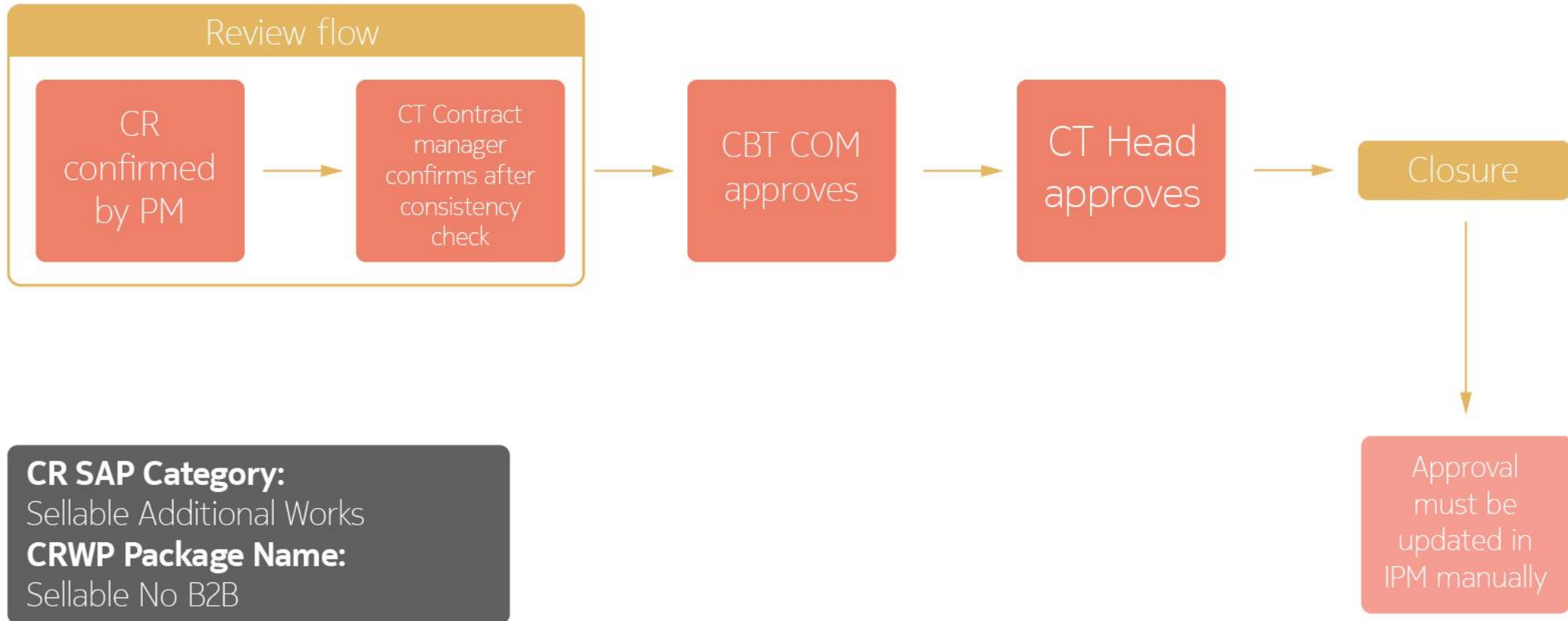
1. Based on the CR SAP Category, tool decide for Billable or non-billable case.
2. Based on the CRWP Package Name, tool decides if Billable case is a special case of Non-Back-to-Back billable CR.
3. For Chile projects, there are 2 additional possibilities:
 - Advance CR approvals.
 - Bundle CR approvals.
4. Approval flows also depends on the cost value to define needed LoA approval requirements.



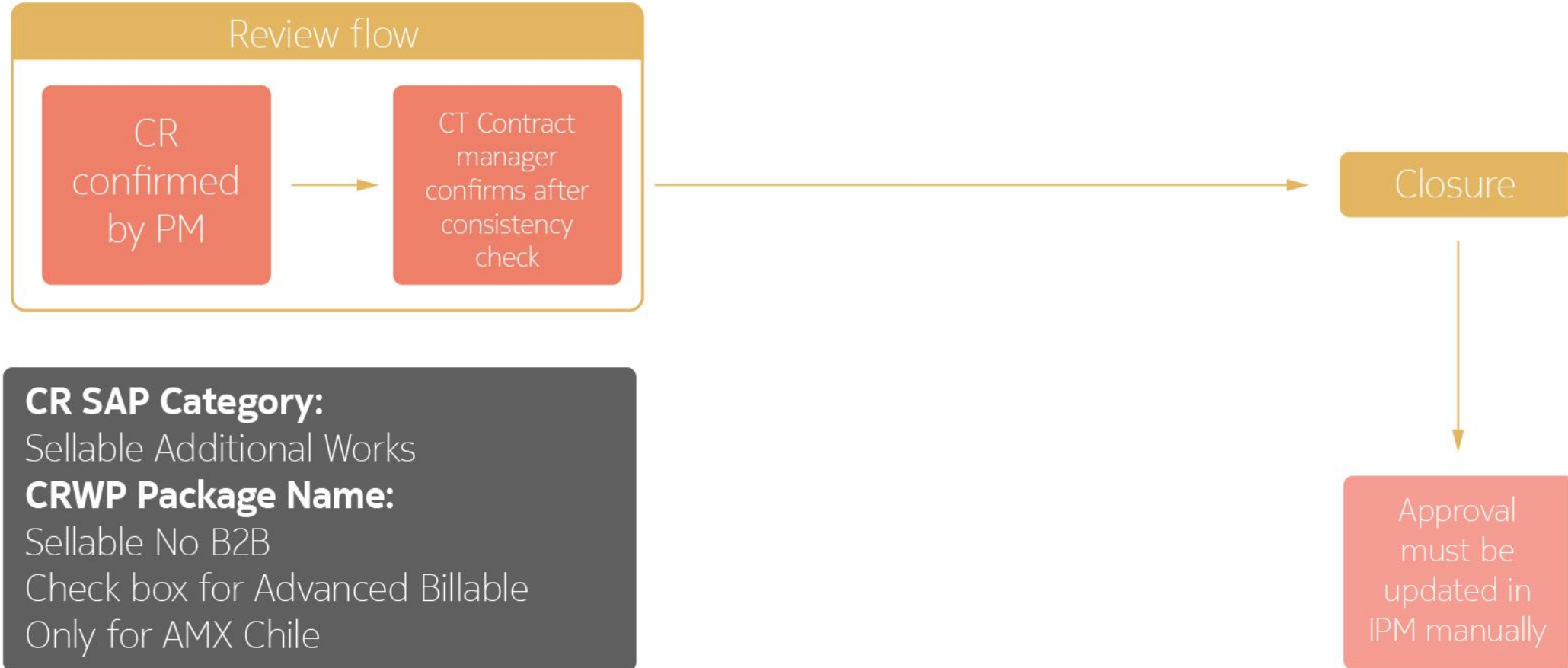
Implemented Approval Chain for Billable CRs.

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

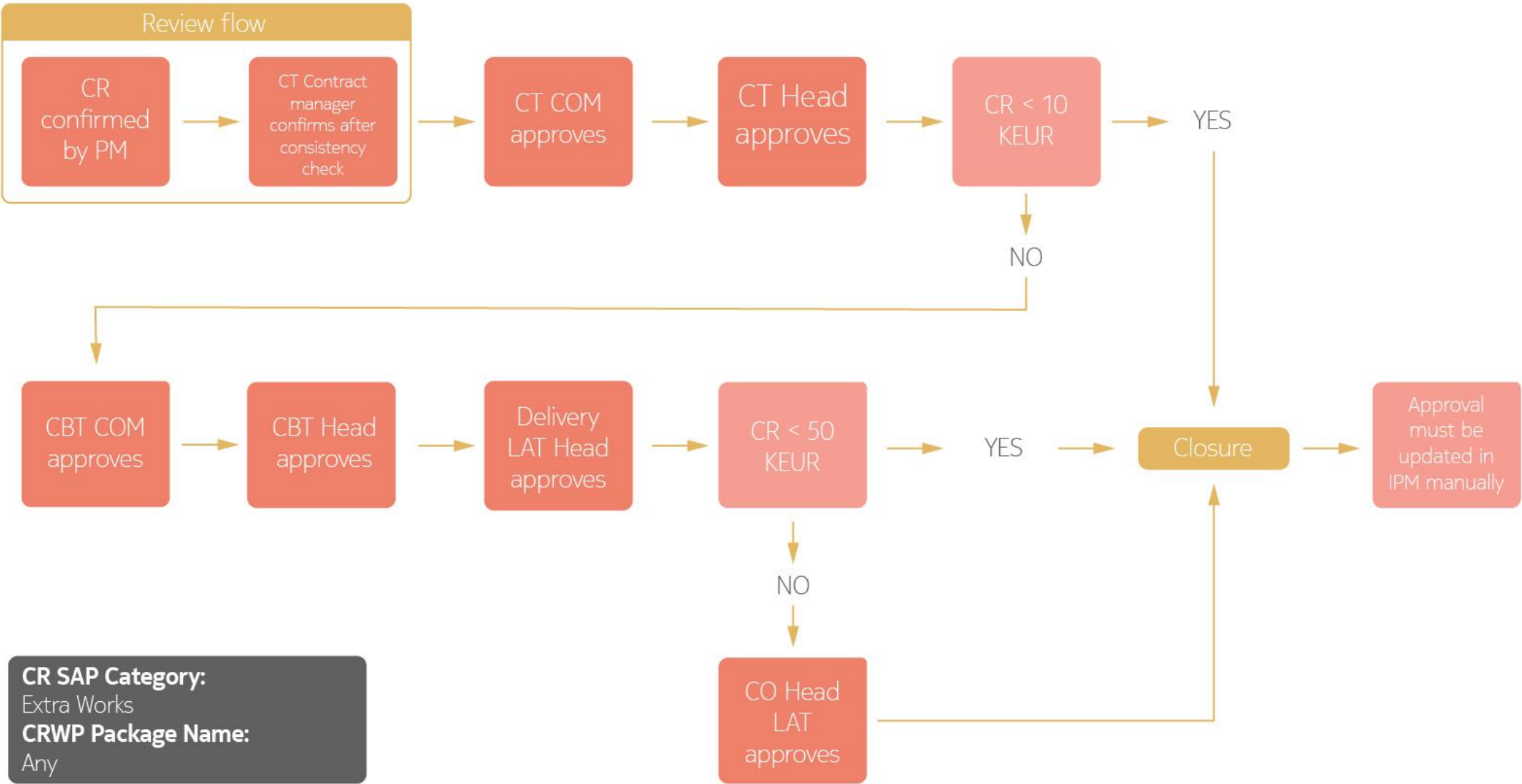
Implemented Approval Chain for Billable Non B2B CRs.



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.

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