ZINA WORKFLOW MANAGEMENT User's guide

CRIA - Change Request History

ZINA LAT applies to: All f-Nokia CTs in LAT

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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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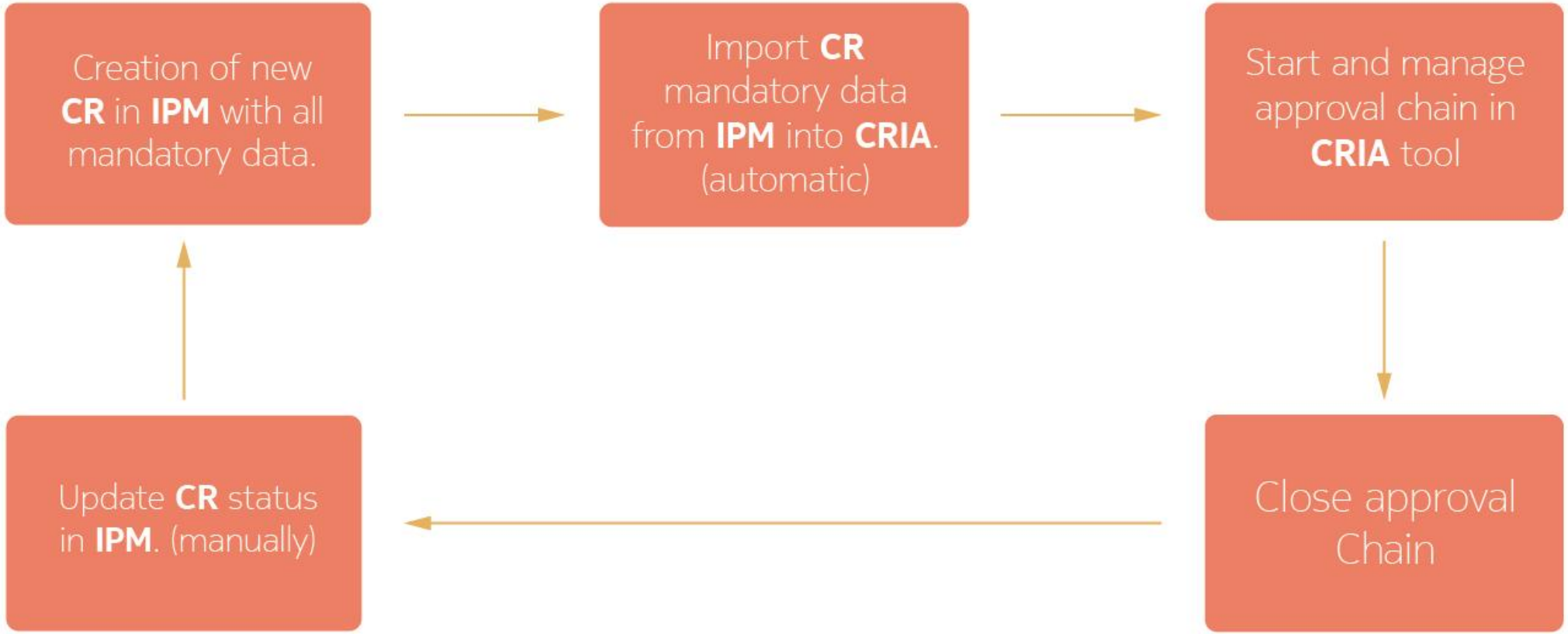
CR workflow using IPM and CRIA.



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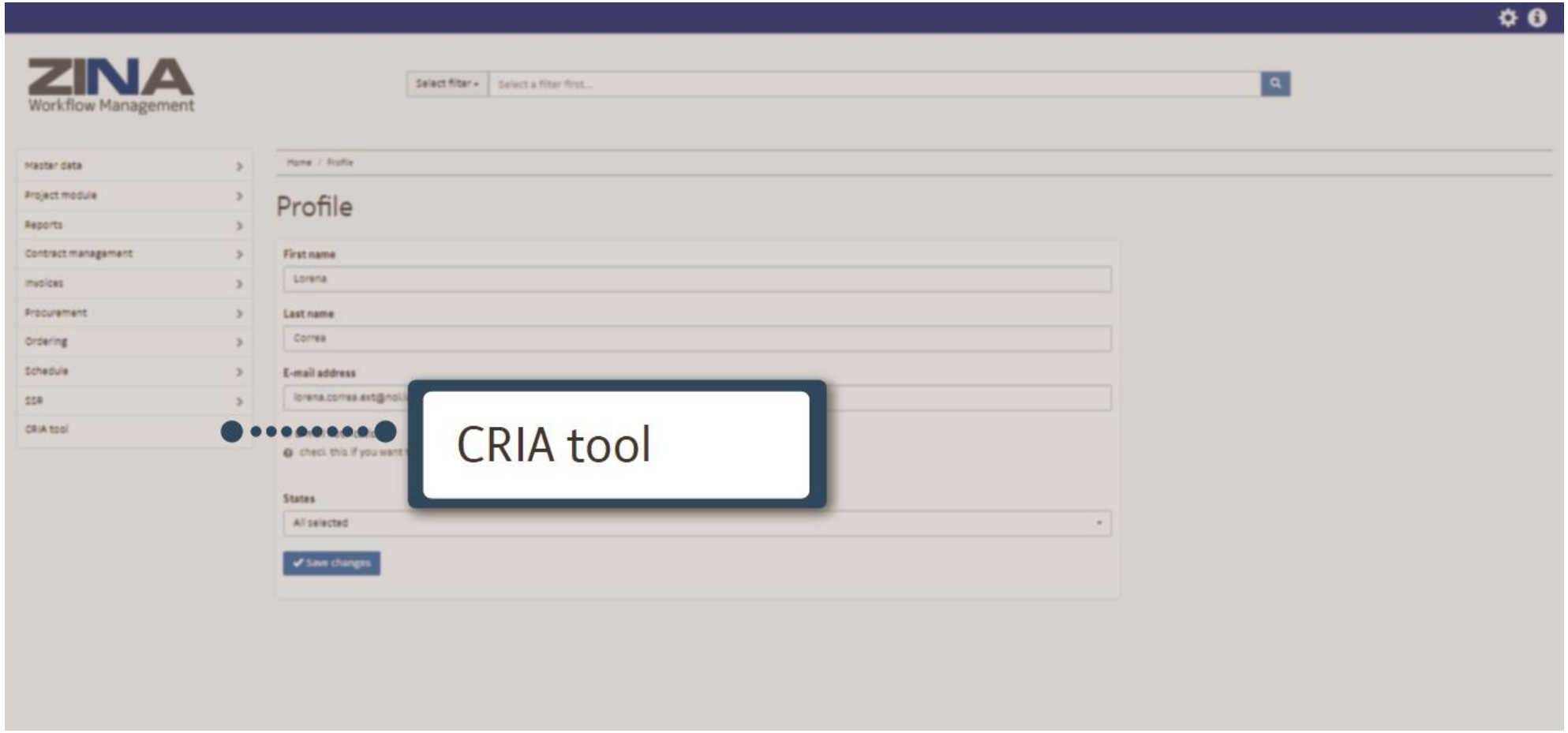
In the side menu, display the “CRIA Tool" options.



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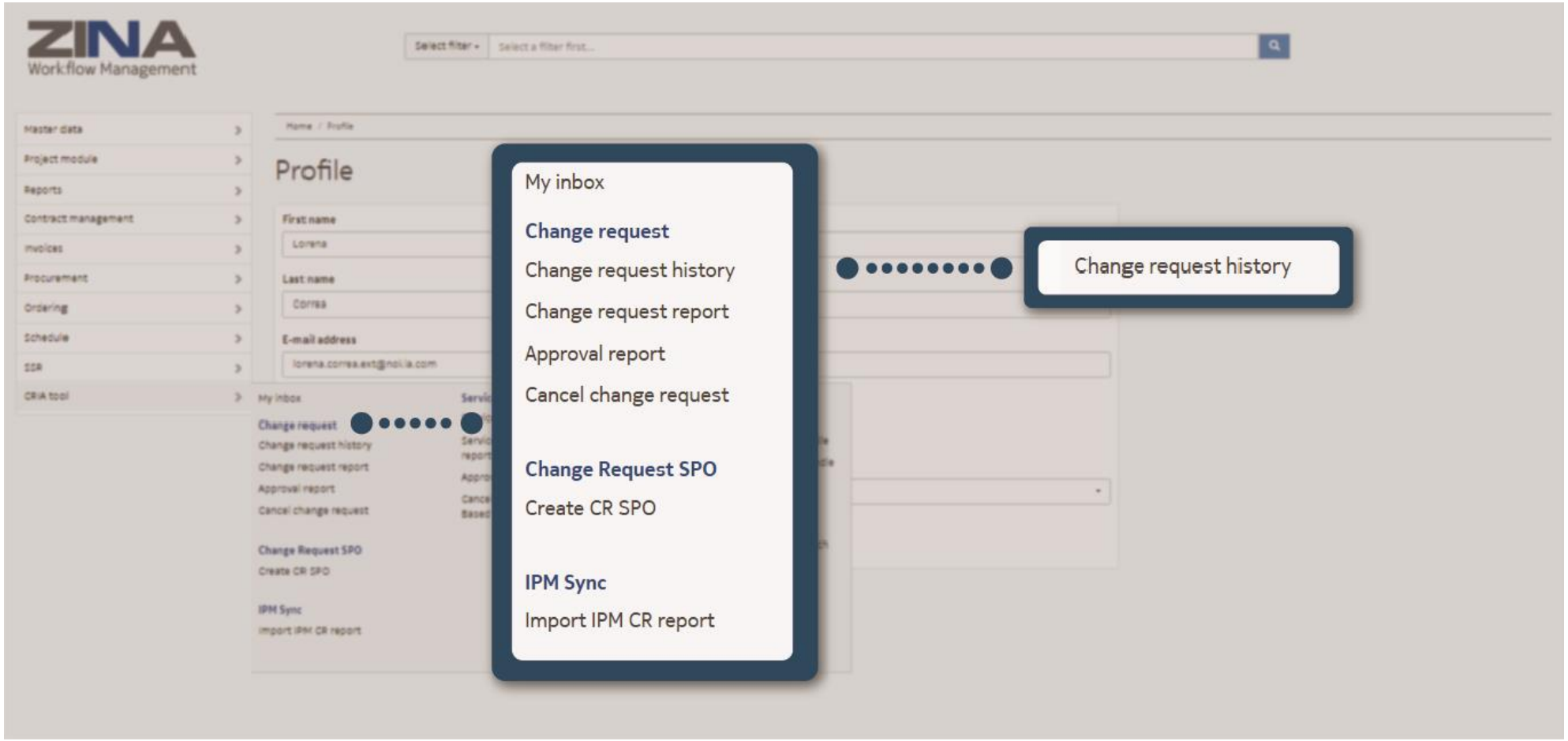
Select the “CRIA - Change Request History" option as the image indicates.



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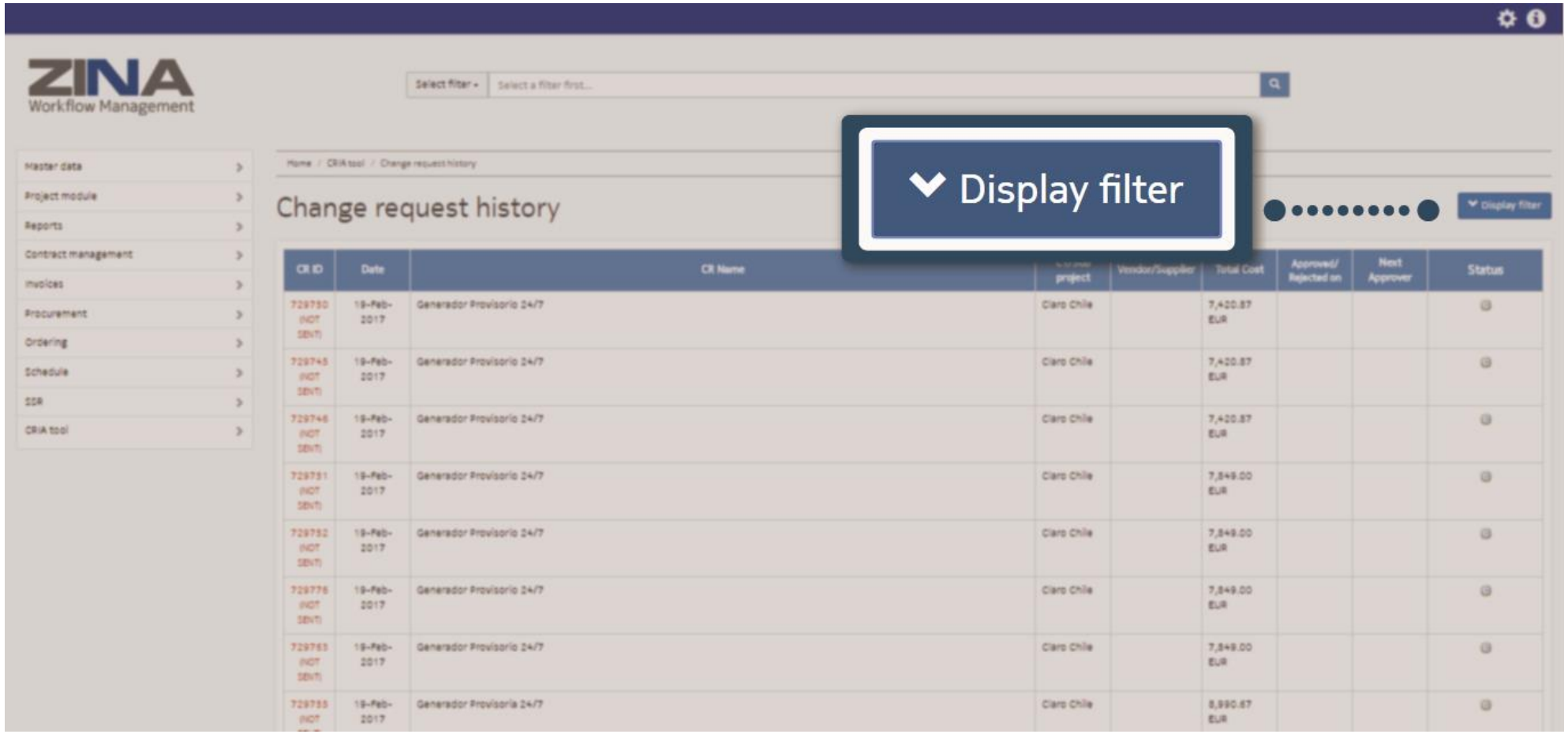
You can filter CRIA - Change Request History list, click on "Display" blue button.



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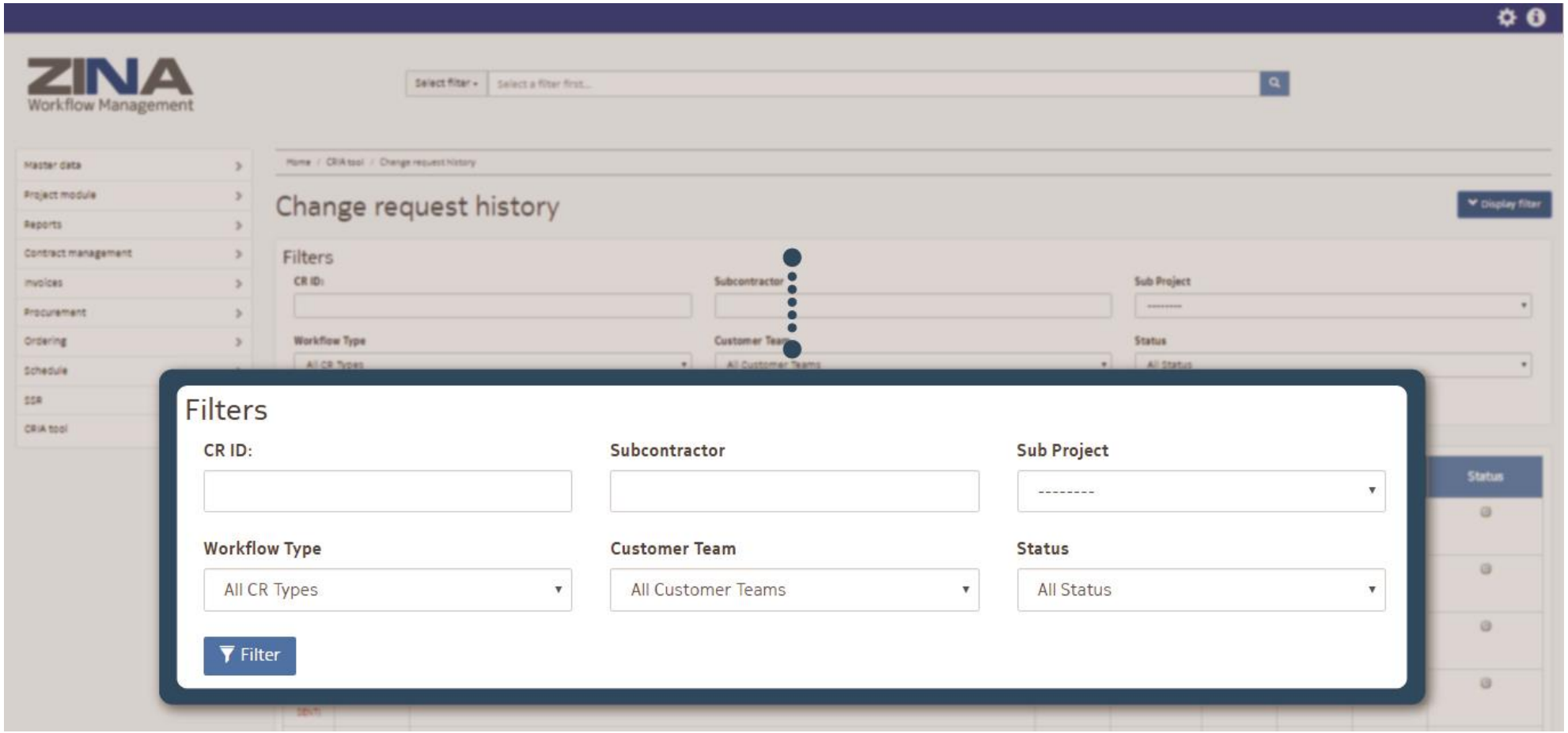
Complete the filter fields, as you require it and click on “Filter” blue button.



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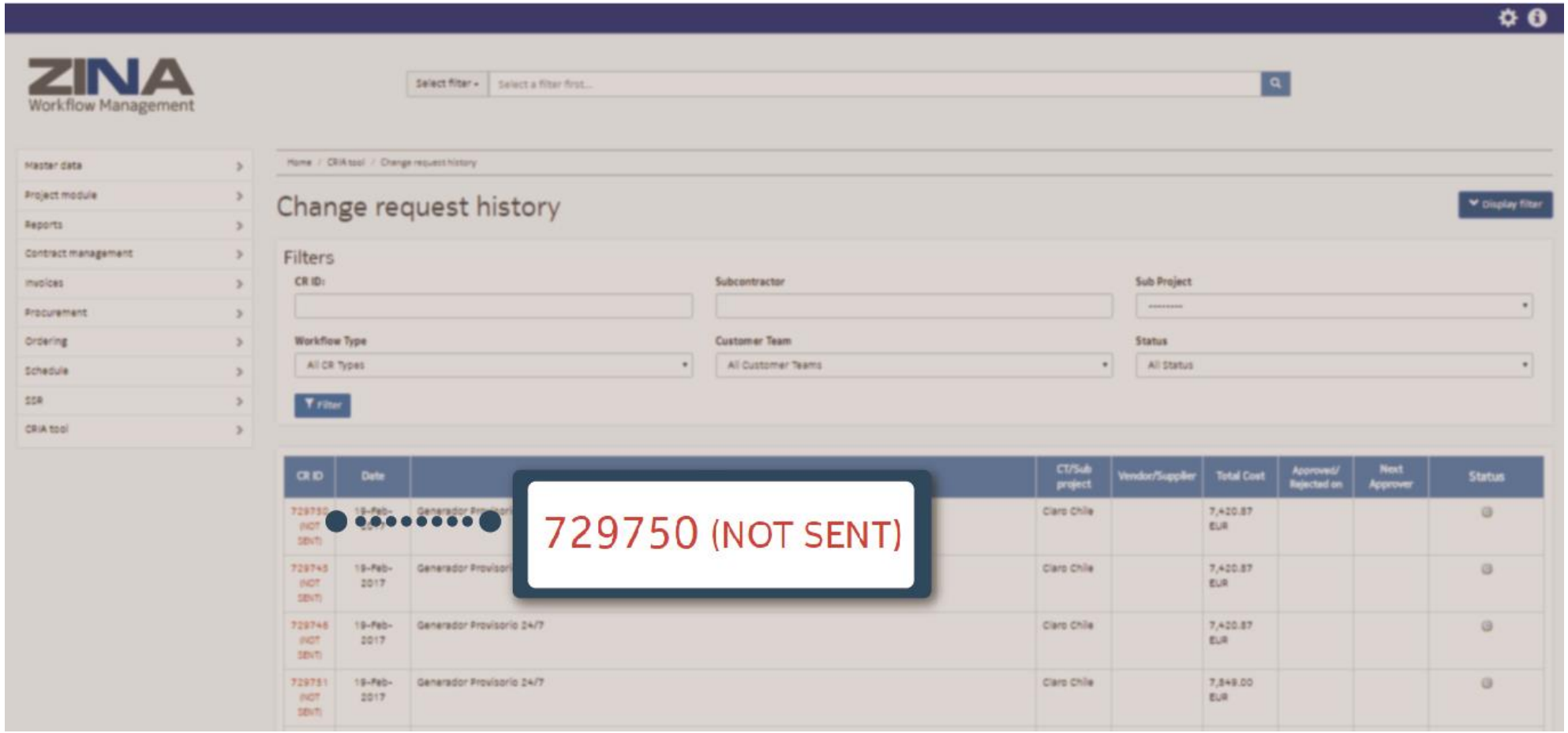
Click on one CR ID (left side column) to open CR details, as the image shows.



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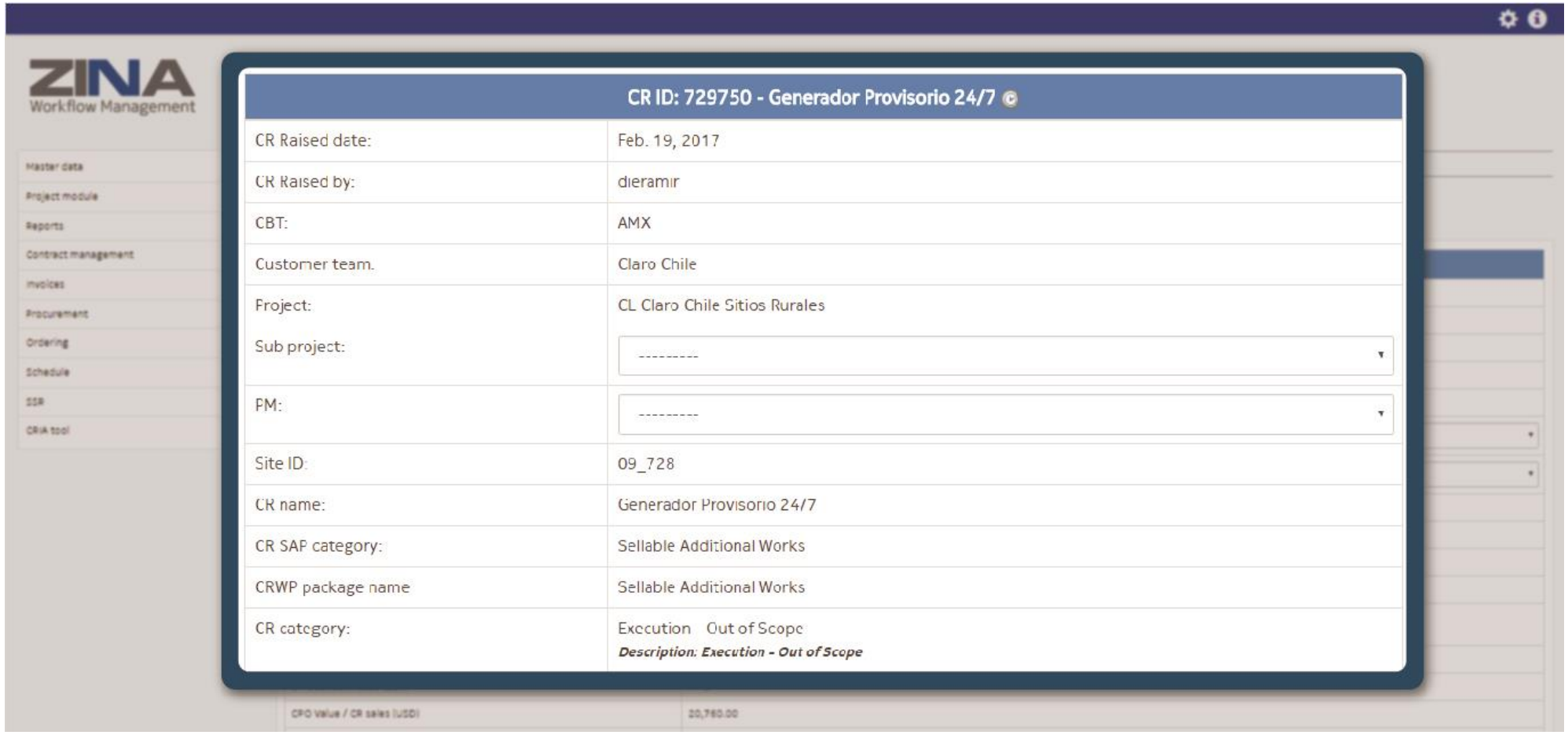
The tool will open the business case. Mandatory fields bring information from IPM. Business Case type logical and definition are based on CR SAP Category and CRWP Package Name.



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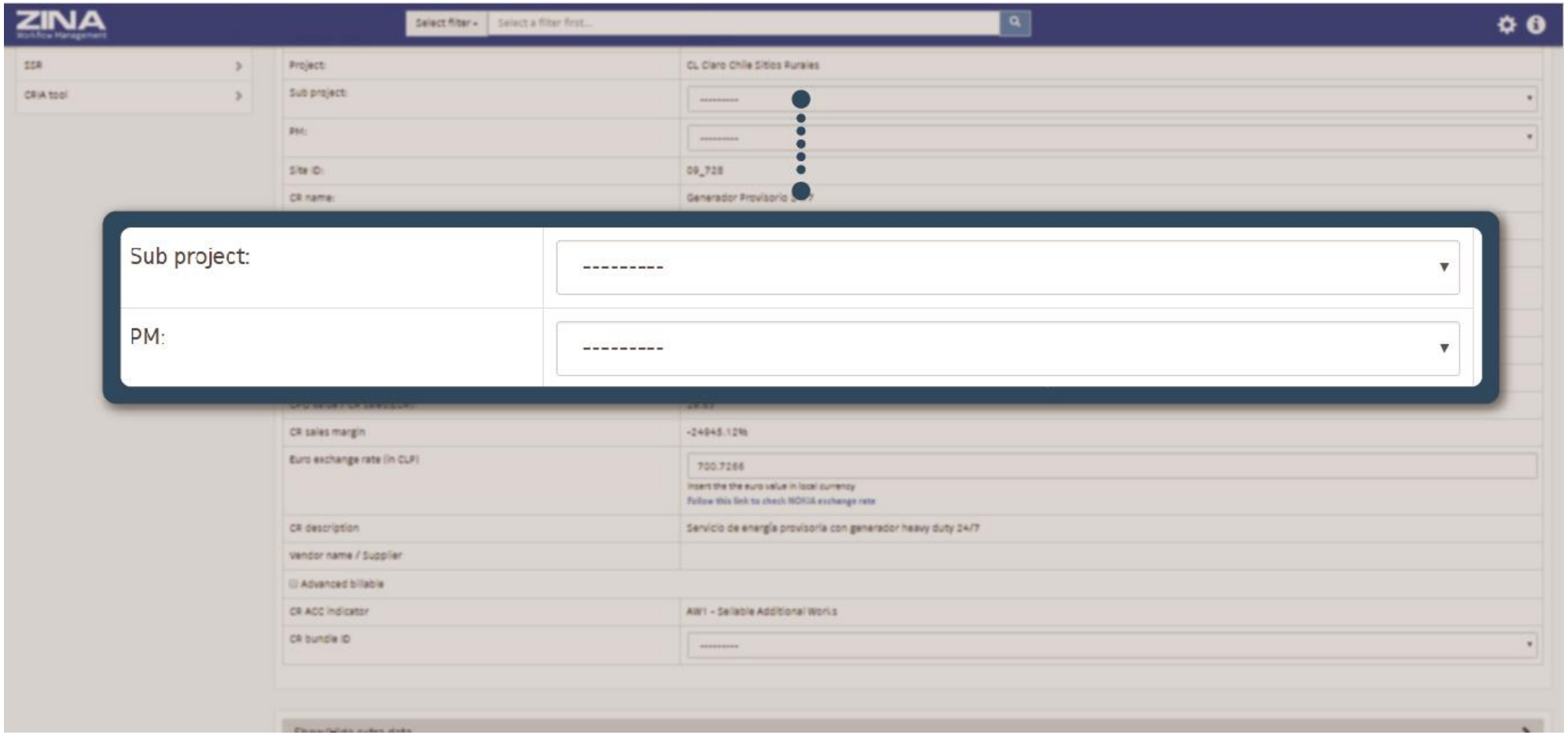
Select a subproject. If only has been creating a CT subproject, this field will not be editable. Then define PM user responsible for validating this Change Request.



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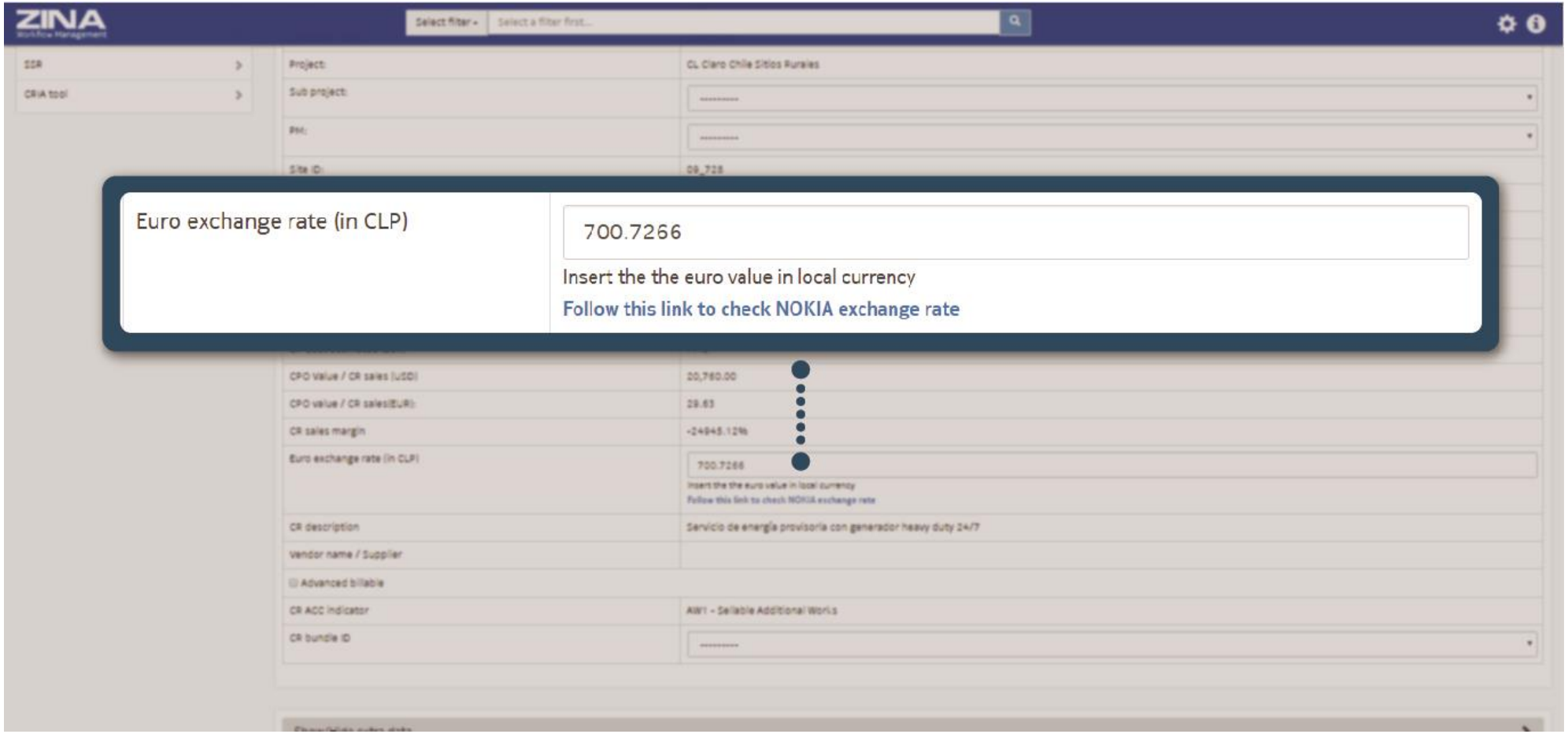
Complete Euro Exchange Rate field with a value in local currency.



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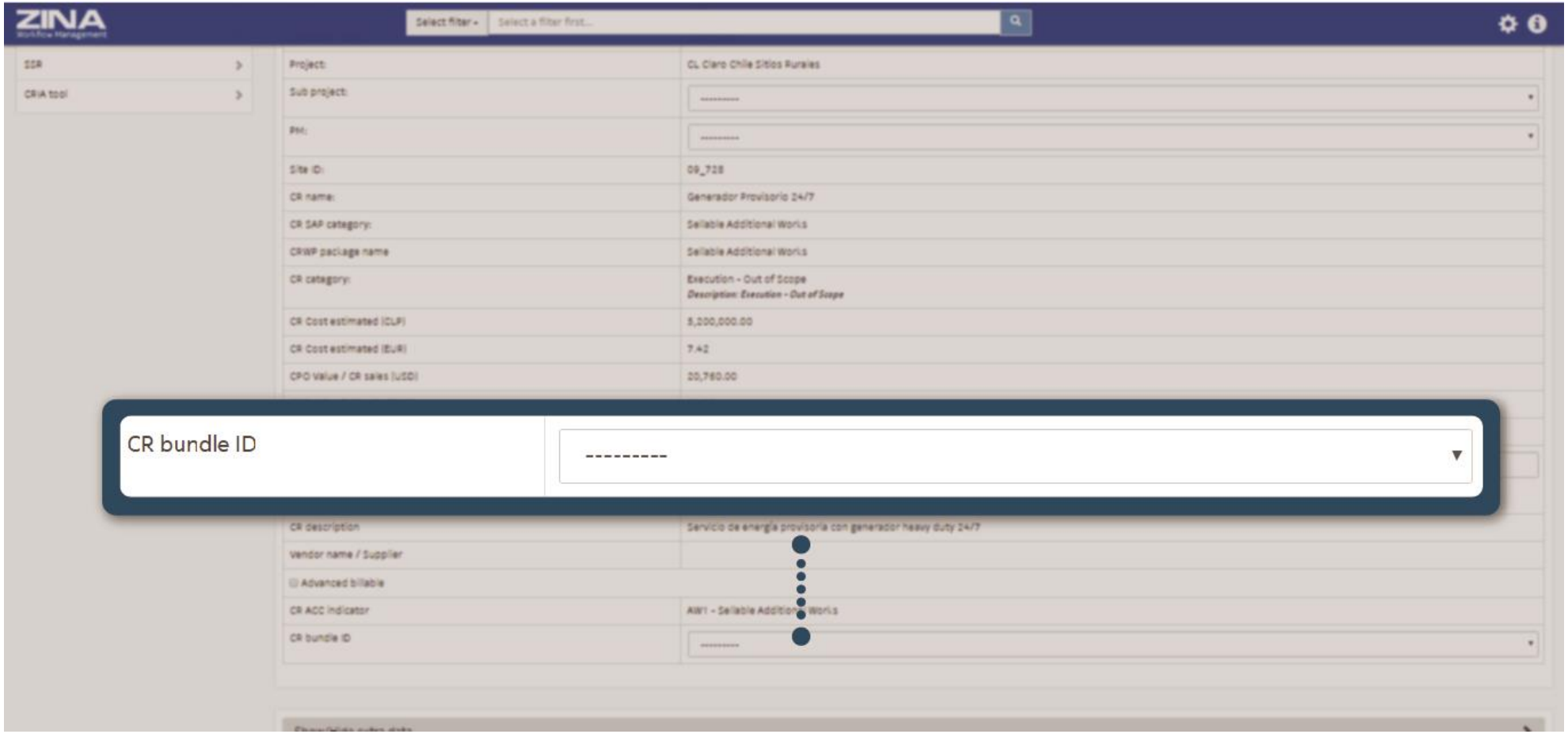
Complete CR Bundle option associated to the CR, as the image shows.



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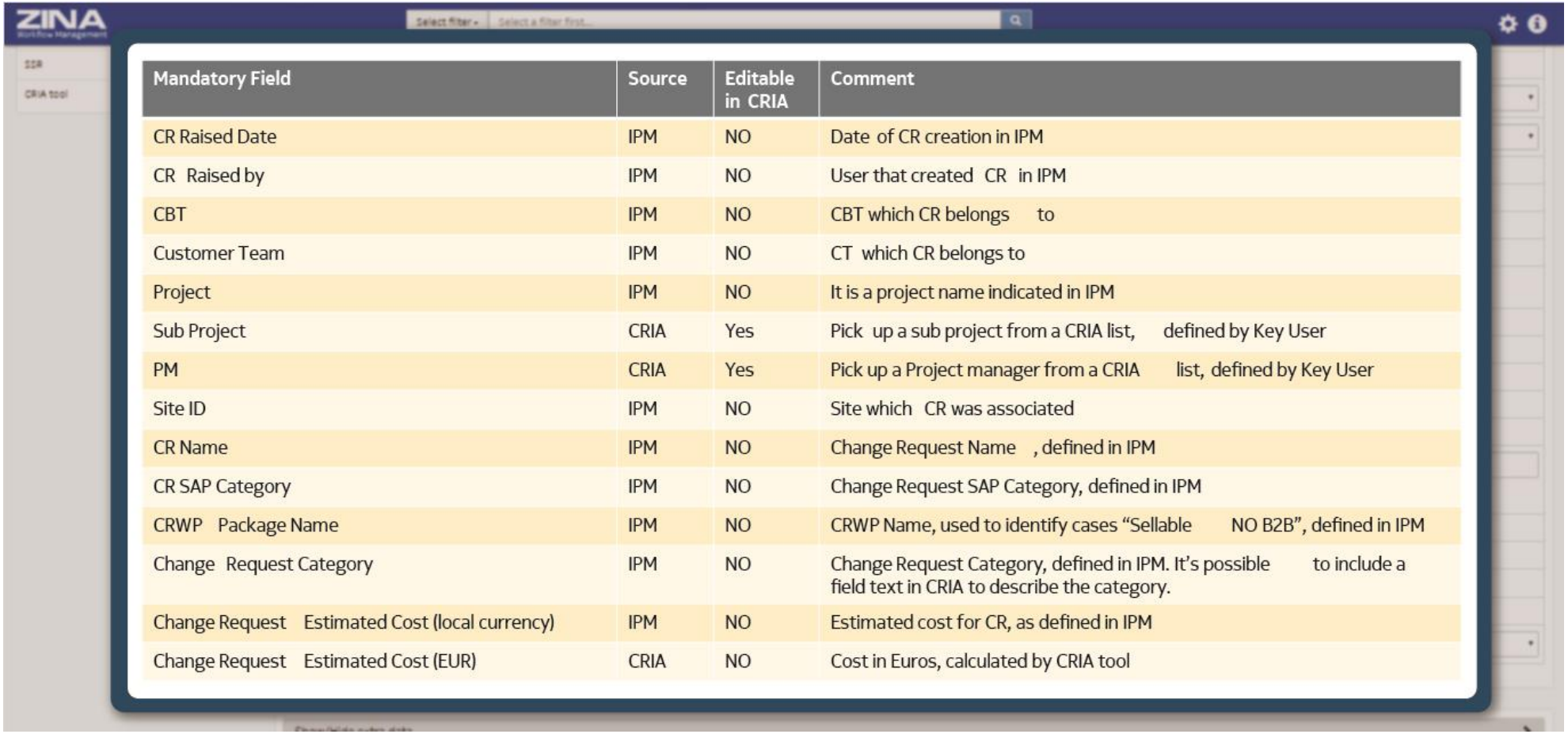
Know the mandatory and available fields of OR detail.



Mandatory Field	Source	Editable in CRIA	Comment
CR Raised Date	IPM	NO	Date of CR creation in IPM
CR Raised by	IPM	NO	User that created CR in IPM
CBT	IPM	NO	CBT which CR belongs to
Customer Team	IPM	NO	CT which CR belongs to
Project	IPM	NO	It is a project name indicated in IPM
Sub Project	CRIA	Yes	Pick up a sub project from a CRIA list, defined by Key User
PM	CRIA	Yes	Pick up a Project manager from a CRIA list, defined by Key User
Site ID	IPM	NO	Site which CR was associated
CR Name	IPM	NO	Change Request Name , defined in IPM
CR SAP Category	IPM	NO	Change Request SAP Category, defined in IPM
CRWP Package Name	IPM	NO	CRWP Name, used to identify cases "Sellable NO B2B", defined in IPM
Change Request Category	IPM	NO	Change Request Category, defined in IPM. It's possible to include a field text in CRIA to describe the category.
Change Request Estimated Cost (local currency)	IPM	NO	Estimated cost for CR, as defined in IPM
Change Request Estimated Cost (EUR)	CRIA	NO	Cost in Euros, calculated by CRIA tool

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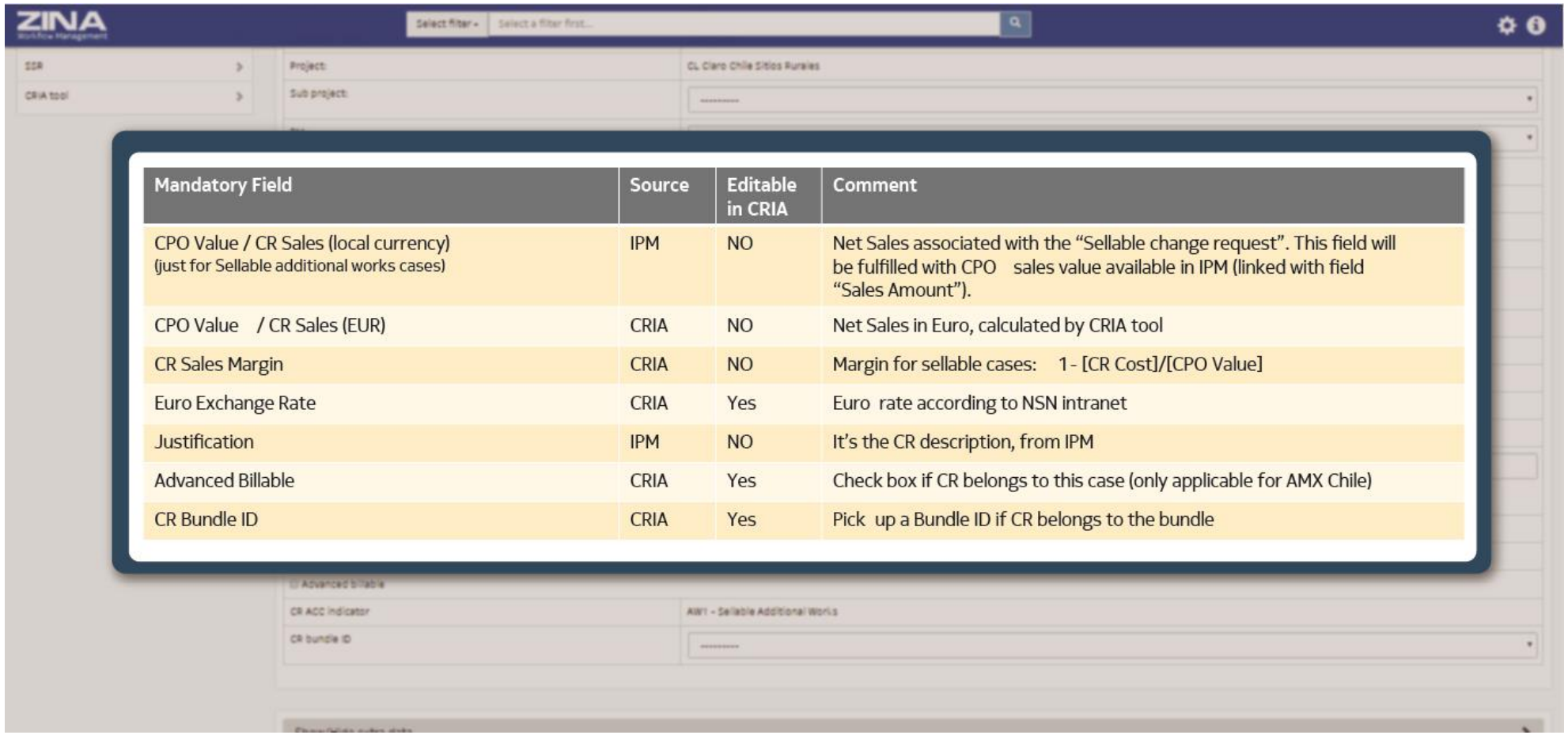
Know the mandatory and available fields of OR detail.



Mandatory Field	Source	Editable in CRIA	Comment
CPO Value / CR Sales (local currency) (just for Sellable additional works cases)	IPM	NO	Net Sales associated with the "Sellable change request". This field will be fulfilled with CPO sales value available in IPM (linked with field "Sales Amount").
CPO Value / CR Sales (EUR)	CRIA	NO	Net Sales in Euro, calculated by CRIA tool
CR Sales Margin	CRIA	NO	Margin for sellable cases: 1 - [CR Cost]/[CPO Value]
Euro Exchange Rate	CRIA	Yes	Euro rate according to NSN intranet
Justification	IPM	NO	It's the CR description, from IPM
Advanced Billable	CRIA	Yes	Check box if CR belongs to this case (only applicable for AMX Chile)
CR Bundle ID	CRIA	Yes	Pick up a Bundle ID if CR belongs to the bundle

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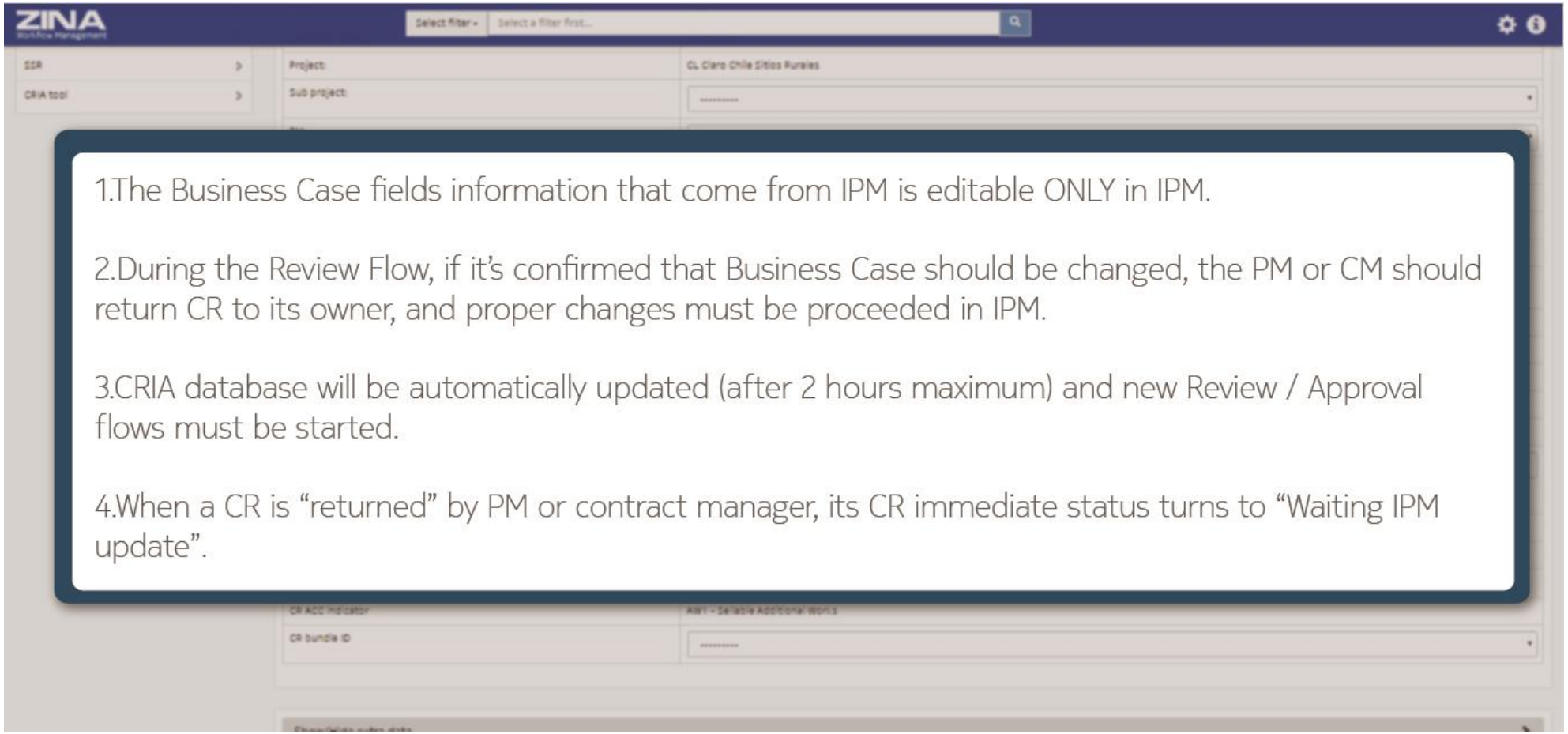
Know the mandatory and available fields of OR detail.



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

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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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