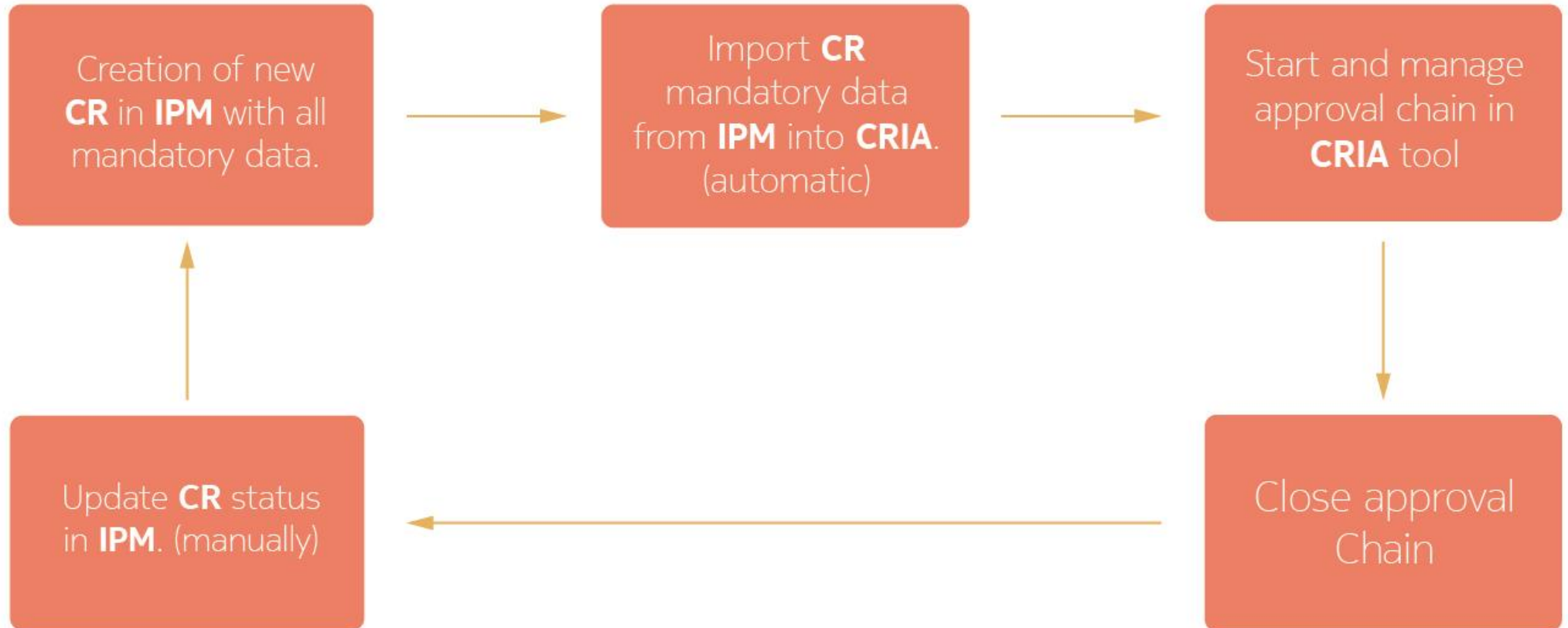


ZINA WORKFLOW MANAGEMENT User's guide

CRIA - Change Request
History

- 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.

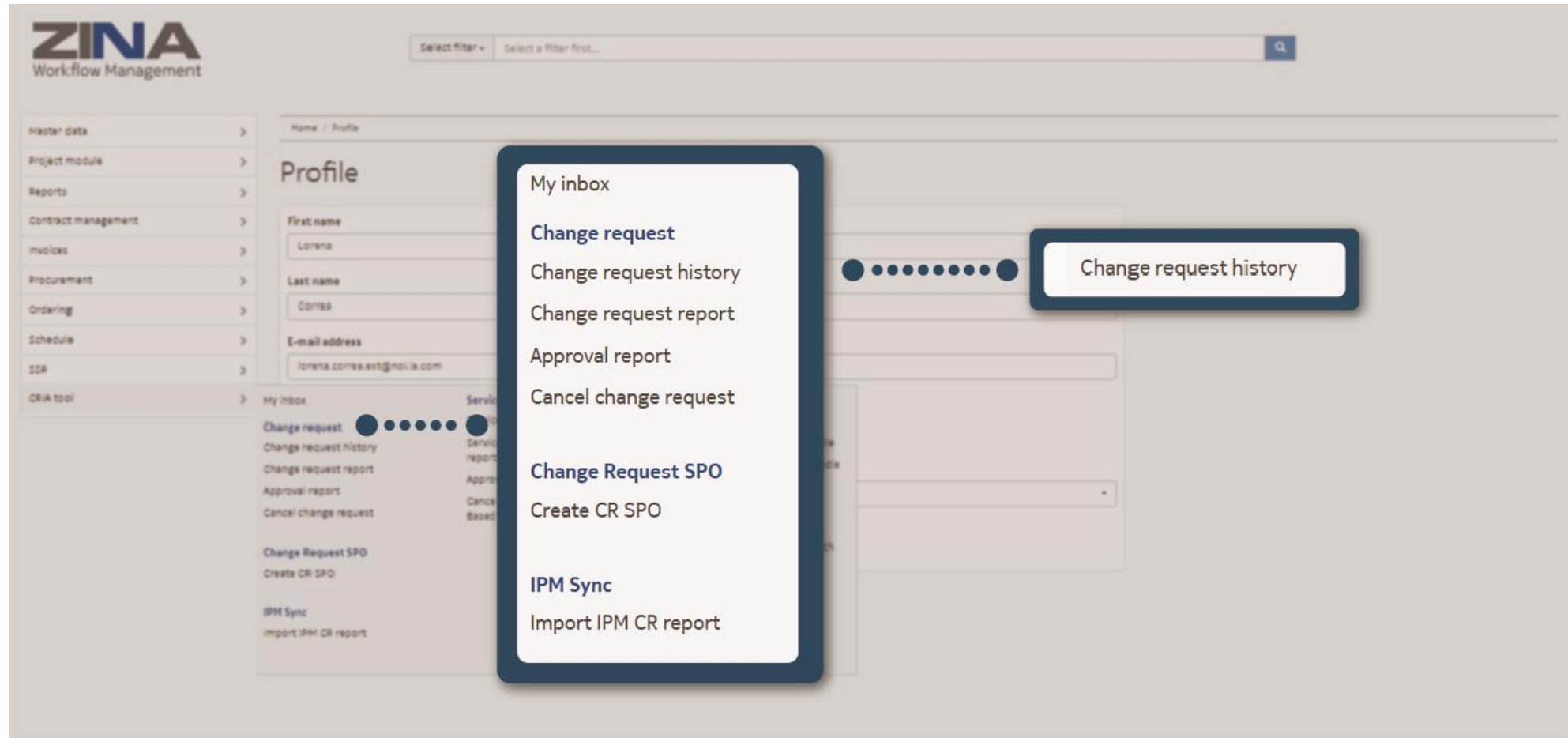
CR workflow
using IPM and
CRIA.



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

The screenshot shows the ZINA Workflow Management interface. On the left is a side menu with the following options: Master data, Project module, Reports, Contract management, Invoices, Procurement, Ordering, Schedule, SDR, and CRIA tool. The 'CRIA tool' option is highlighted with a blue dot, and a callout box labeled 'CRIA tool' points to it. The main content area displays the 'Profile' page for a user named Lorena Correa. The profile form includes fields for First name (Lorena), Last name (Correa), and E-mail address (lorena.correa.ext@nokia.com). There is a checkbox labeled 'check this if you want' and a 'States' dropdown menu set to 'All selected'. A 'Save changes' button is at the bottom of the form.

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



ZINA
Workflow Management

Master data

Project module

Reports

Contract management

Invoices

Procurement

Ordering

Schedule

CCR

CRIA tool

Select filter - Select a filter first...

Home / CRIA tool / Change request history

Change request history

CR ID	Date	CR Name	Sub project	Vendor/Supplier	Total Cost	Approved/Rejected on	Next Approver	Status
729750 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,420.87 EUR			📄
729745 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,420.87 EUR			📄
729746 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,420.87 EUR			📄
729751 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,849.00 EUR			📄
729752 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,849.00 EUR			📄
729776 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,849.00 EUR			📄
729763 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	7,849.00 EUR			📄
729755 (NOT SENT)	19-Feb-2017	Generador Provisorio 24/7		Claro Chile	8,990.87 EUR			📄

▼ Display filter

●●●●●●●●●●

▼ display filter

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

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

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 ▾

Filters

CR ID:

Subcontractor

Sub Project

----- ▾

Workflow Type

All CR Types ▾

Customer Team

All Customer Teams ▾

Status

All Status ▾

Filter ▾

Status

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

ZINA

Workflow Management

Master data

Project module

Reports

Contract management

Invoices

Procurement

Ordering

Schedule

SSR

CRIA tool

Select filter +

Select a filter first...

Q

Home / CRIA tool / Change request history

Change request history

Display filter

Filters

CR ID:

Subcontractor

Sub Project

Workflow Type

Customer Team

Status

Filter

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

729750 (NOT SENT)

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.

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>

CRD Value / CR sales (USD)

20,760.00

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.

The screenshot shows the ZINA Workflow Management interface. On the left, a sidebar contains 'SSR' and 'CRIA tool'. The main area displays a form for 'Project: CL Claro Chile Sitios Rurales'. A modal window is open in the center, titled 'Sub project:' and 'PM:'. The modal has two dropdown menus, both showing '-----' with a downward arrow. Below the modal, the form continues with fields for 'CR sales margin' (-24845.12%), 'Euro exchange rate (in CLP)' (700.7266), 'CR description' (Servicio de energía provisoria con generador heavy duty 24/7), 'Vendor name / Supplier', 'Advanced billable' (checkbox), 'CR ACC Indicator' (AIR1 - Sellable Additional Works), and 'CR bundle ID' (-----).

SDR

CRIA tool

Project

Sub project

Pin

Site ID

CL Claro Chile Sitios Rurales

09.726

Euro exchange rate (in CLP)

700.7266

Insert the the euro value in local currency

Follow this link to check NOKIA exchange rate

CPO value / CR sales (USD)

CPO value / CR sales(EUR)

CR sales margin

Euro exchange rate (in CLP)

CR description

Vendor name / Supplier

Advanced billable

CR ACC Indicator

CR bundle ID

20,760.00

29.63

-24945.12%

700.7266

Servicio de energía provisional con generador heavy duty 24/7

AW1 - Sellable Additional Works

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

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

ZINA
Workflow Management

Select filter • Select a filter first...

⚙️ ⓘ

SSR >

CRIA tool >

Project:CL Claro Chile Sites Runkles

Sub project:-----

PM:-----

Site ID:09_728

CR name:Generador Provisorio 24/7

CR SAP category:Sellable Additional Works

CRWP package nameSellable Additional Works

CR category:Execution - Out of Scope
Description: Execution - Out of Scope

CR Cost estimated (CLP)\$,200,000.00

CR Cost estimated (EUR)7.42

CPO Value / CR sales (USD)00,780.00

CR bundle ID

CR descriptionServicio de energía provisorio con generador heavy duty 24/7

Vendor name / Supplier

Ⓜ Advanced billable

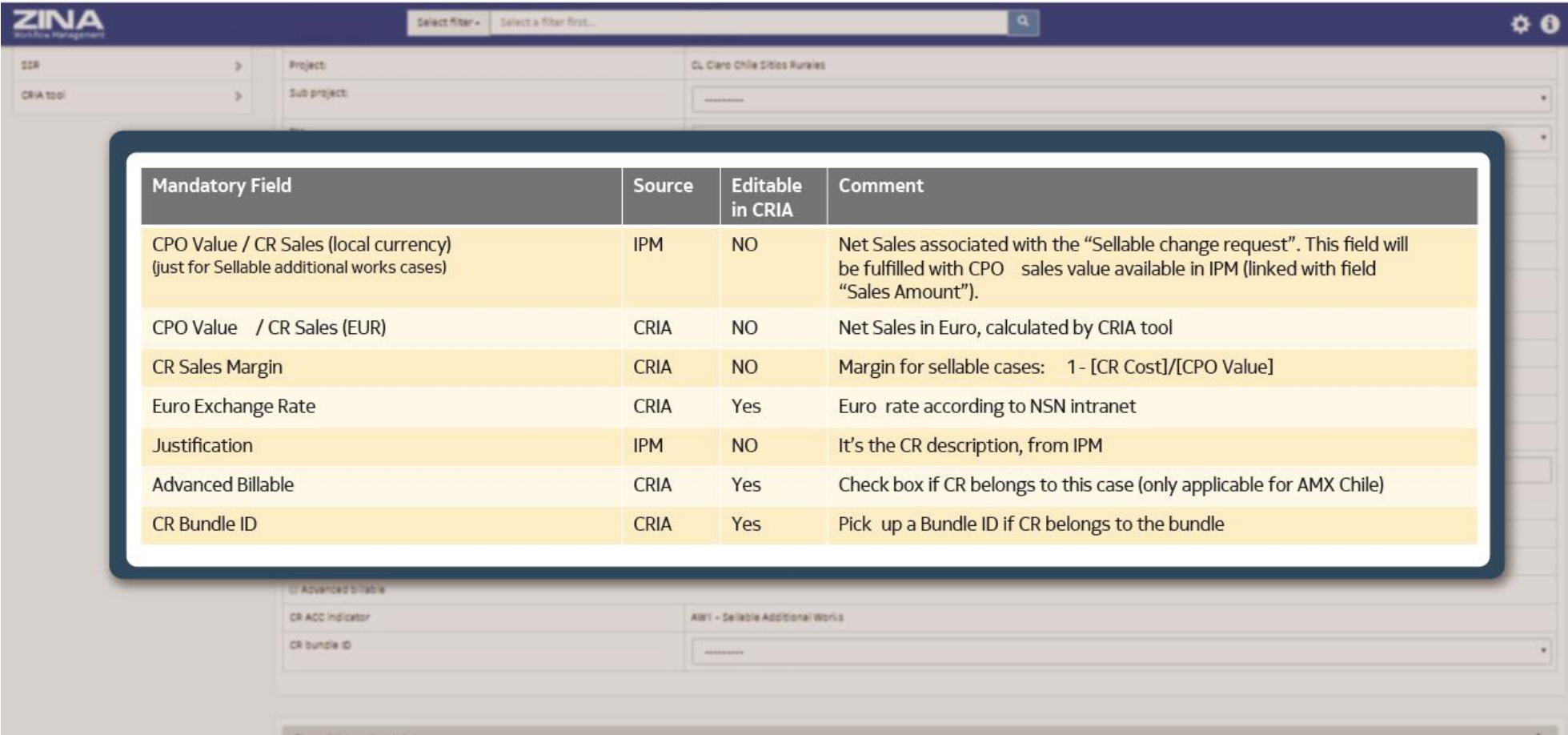
CR ACC IndicatorAWT - Sellable Addition Works

CR bundle ID

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

Know the mandatory and available fields of OR detail.



The screenshot shows the ZINA Workflow Management interface. A modal window displays a table with the following data:

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: $1 - [\text{CR Cost}] / [\text{CPO Value}]$
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

Know the mandatory and available fields of OR detail.

ZINA
Workflow Management

Select filter - Select a filter first...

CCR > Project: CL Claro Chile Sites Runkles

CRIA tool > Sub project: [REDACTED]

1.The Business Case fields information that come from IPM is editable ONLY in IPM.

2.During the Review Flow, if it's confirmed that Business Case should be changed, the PM or CM should return CR to its owner, and proper changes must be proceeded in IPM.

3.CRIA database will be automatically updated (after 2 hours maximum) and new Review / Approval flows must be started.

4.When a CR is "returned" by PM or contract manager, its CR immediate status turns to "Waiting IPM update".

CR ACC indicator AMT - Seizable Additional Work

CR bundle ID [REDACTED]

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

ZINA
Workflow Management

Select filter • Select a filter first...

CR 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 provisional con generación heavy duty 24/7
Vendor name / Supplier	
<input type="checkbox"/> Advanced billable	
CR ACC indicator	AWT - Sellable Additional Works
CR bundle ID	

Show/Hide extra data

✓ Save changes ✕ Cancel

1 2

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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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