

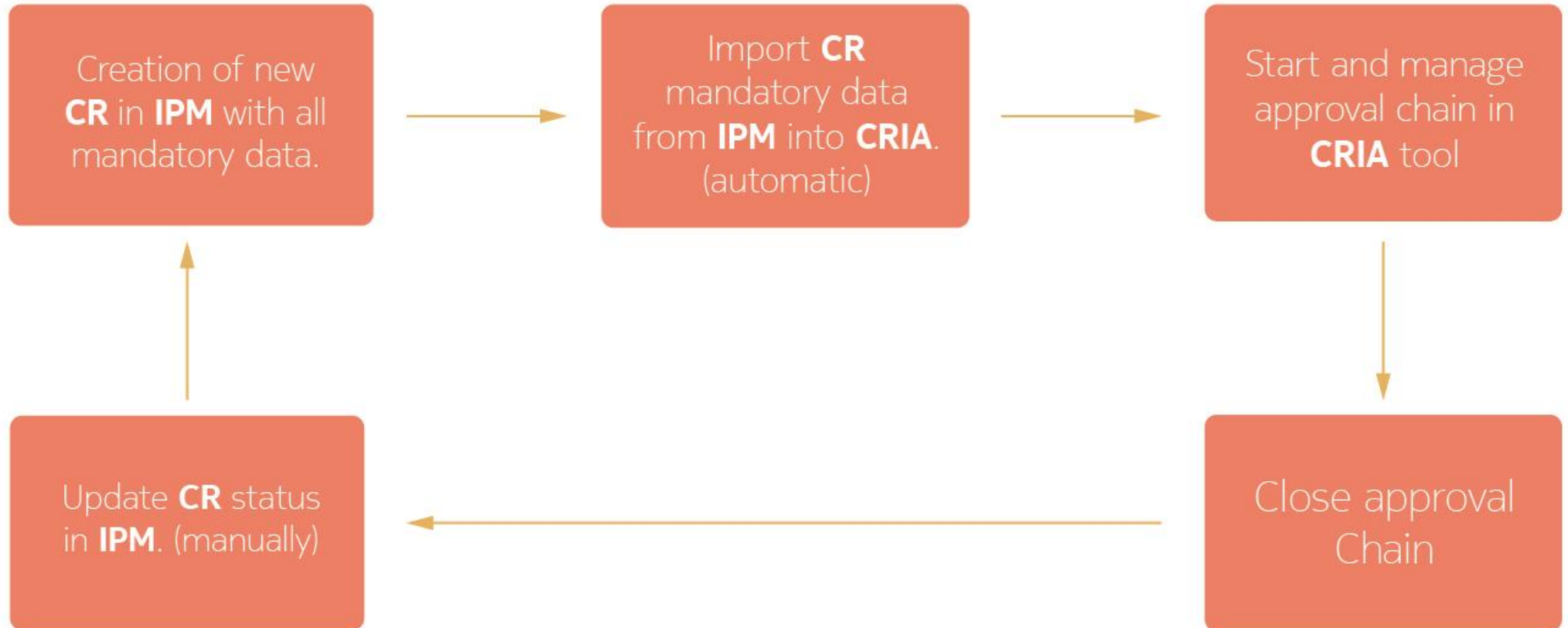
ZINA WORKFLOW MANAGEMENT

User's guide

CRIA – Key User

- 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.



Access to ZINA
Workflow
management admin
from NSN INTRA by
typing
<http://zina.net.nokia.com/admin/> in your
browser' search bar.

Django administration

Welcome, **Leonardo**. [Change password](#) / [Log out](#)

Site administration

Admin	
Log entries	Add Change
Cria_Tool	
Bundle Workflow Approval Groups	Add Change
Bundle Workflows	Add Change
CR Bundles	Add Change
CR Categories	Add Change
CR Importer Error Logs	Add Change
Change Requests	Add Change
Cost components	Add Change
Customer Teams	Add Change
IPM Updaters	Add Change
Pending CRs Notifications	Add Change
Project Managers	Add Change
SAP Categories	Add Change
Site types	Add Change
Sub Projects	Add Change
Sub components	Add Change
Workflow Approval Groups	Add Change
Workflow Approvers	Add Change
Workflows	Add Change
Customer	
Customer business teams	Add Change
Customer team codes	Add Change
Customer teams	Add Change
Customer_Purchase_Order	
CPO correction reasons	Add Change
CPO items	Add Change
CPOs	Add Change
Cpo item fail validation dates	Add Change

Recent Actions

My Actions

- [Lorena Correa](#)
User
- [l_correa](#)
User
- [Leonardo Ortega Hernandez](#)
User
- [scratchPoLat \(scratchPoLat\)](#)
Transaction
- [scratchPoLat \(scratchPoLat\)](#)
Transaction
- [scratchPoLat \(scratchPoLat\)](#)
Transaction
- [scratchPoLat \(scratchPoLat\)](#)
Transaction
- [None](#)
Job
- [Camilo Estrada](#)
User
- [289459: CR_Non Billable \(NB\)](#)
_Qaccion
Change Request

1. On the left side, under Change Request menu, the Key user will have access to some configurations submenus for CRIA Tool.
2. On the right side a summary of the user last actions.

Django administration

Welcome, Leonardo. Change password / Log out

Cria_Tool

Bundle Workflow Approval Groups	+ Add	✎ Change
Bundle Workflows	+ Add	✎ Change
CR Bundles	+ Add	✎ Change
CR Categories	+ Add	✎ Change
CR Importer Error Logs	+ Add	✎ Change
Change Requests	+ Add	✎ Change
Cost components	+ Add	✎ Change
Customer Teams	+ Add	✎ Change
IPM Updaters	+ Add	✎ Change
Pending CRs Notifications	+ Add	✎ Change
Project Managers	+ Add	✎ Change
SAP Categories	+ Add	✎ Change
Site types	+ Add	✎ Change
Sub Projects	+ Add	✎ Change
Sub components	+ Add	✎ Change
Workflow Approval Groups	+ Add	✎ Change
Workflow Approvers	+ Add	✎ Change
Workflows	+ Add	✎ Change

Recent Actions

My Actions

- ✎ Lorena Correa
User
- + I_correa
User
- ✎ Leonardo Ortega Hernandez
User
- ✎ scratchPoLat (scratchPoLat)
Transaction
- ✎ scratchPoLat (scratchPoLat)
Transaction
- ✎ scratchPoLat (scratchPoLat)
Transaction
- ✎ scratchPoLat (scratchPoLat)
Transaction
- ✎ None
Job
- ✎ Camilo Estrada
User
- ✎ 289459: CR_Non Billable (NB)
_Qaccion
Change Request

1. In CRIA Tool administration menu.
2. Click on “Customer Team” link

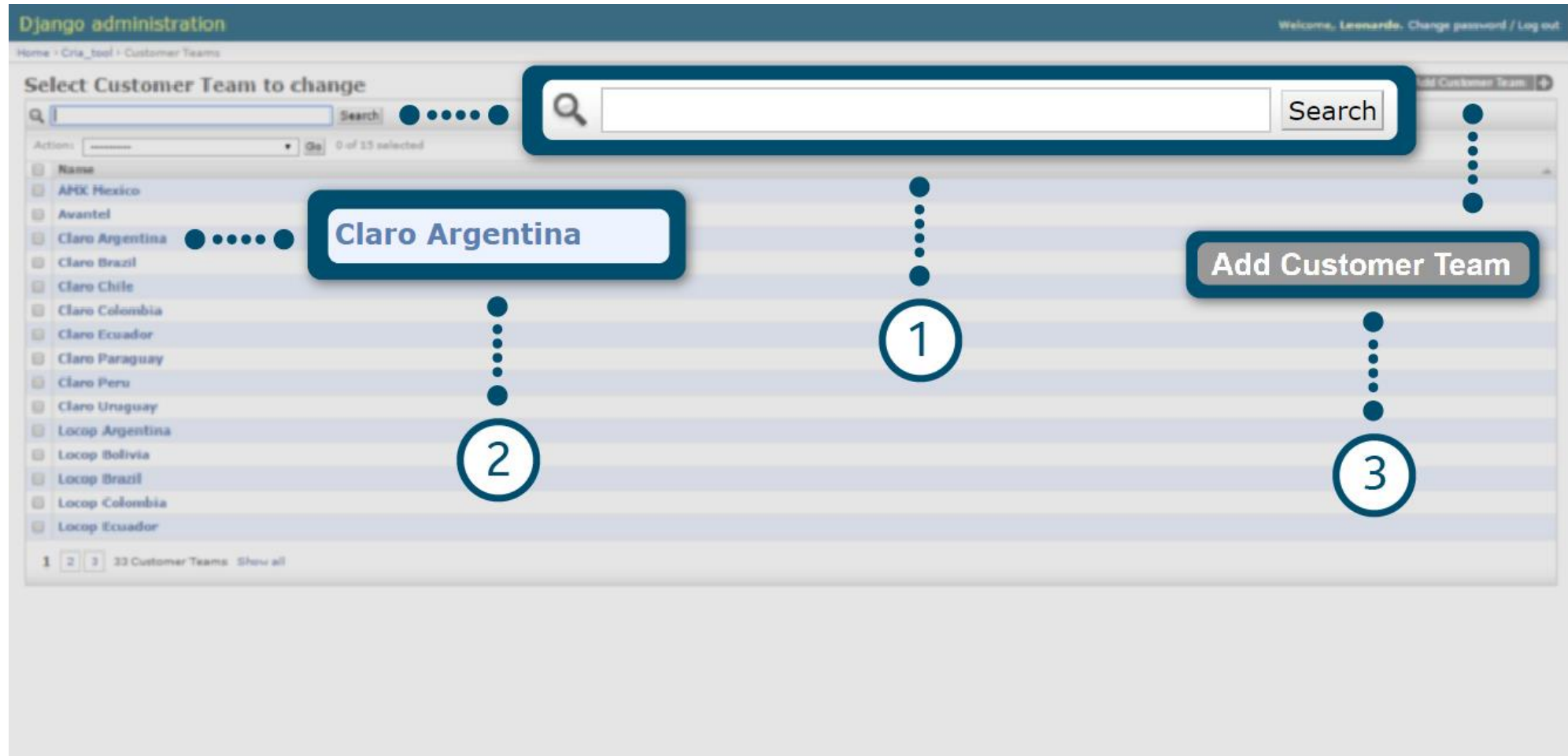
Important: Customer teams are imported from IPM, with the names available in IPM. In CRIA we will just setup configuration allowed for a specific customer team.

The screenshot displays the Django administration interface for the Cria_Tool. The sidebar menu on the left lists various tools and their actions (Add, Change). The main content area shows a 'Customer Teams' link, which is the target of the second step in the instructions.

Cria_Tool	
Bundle Workflow Approval Groups	+ Add Change
Bundle Workflows	+ Add Change
CR Bundles	+ Add Change
CR Categories	+ Add Change
CR Importer Error Logs	+ Add Change
Change Requests	+ Add Change
Cost components	+ Add Change
Customer Teams	+ Add Change
IPM Updaters	+ Add Change
Pending CRs Notifications	+ Add Change
Project Managers	+ Add Change
SAP Categories	+ Add Change
Site types	+ Add Change
Sub Projects	+ Add Change
Sub components	+ Add Change
Workflow Approval Groups	+ Add Change
Workflow Approvers	+ Add Change
Workflows	+ Add Change

Customer Teams

1. You can search for a CT name. The list of all available CT has updated automatically. If your CT is not in the list, please contact technical support.
2. You can click on an existent CT to modify its definitions.



Once you selected a CT:

1. Check the box for allowing “**Advanced Billable**” CR type in your CT (AMX Chile only, at this moment). Or Check the boxes to allow “**pre-associated**” (TIM Brazil only) or “**post-associated bundle CR**” (AMX Chile only) in your CT (definition of pre and post will be in bundle session).
2. Choose the best alternative for saving.

Django administration

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Home > Cria_tool > Customer Teams > Claro Argentina

Change Customer Team

Customer team: Claro Argentina

Name: Claro Argentina

☒ Allow advanced billable

☒ Allow post associated bundle CR

☒ Allow pre-associated bundle CR

Cbt: AMX

[Delete](#) [Save and add another](#) [Save and continue editing](#) [Save](#)

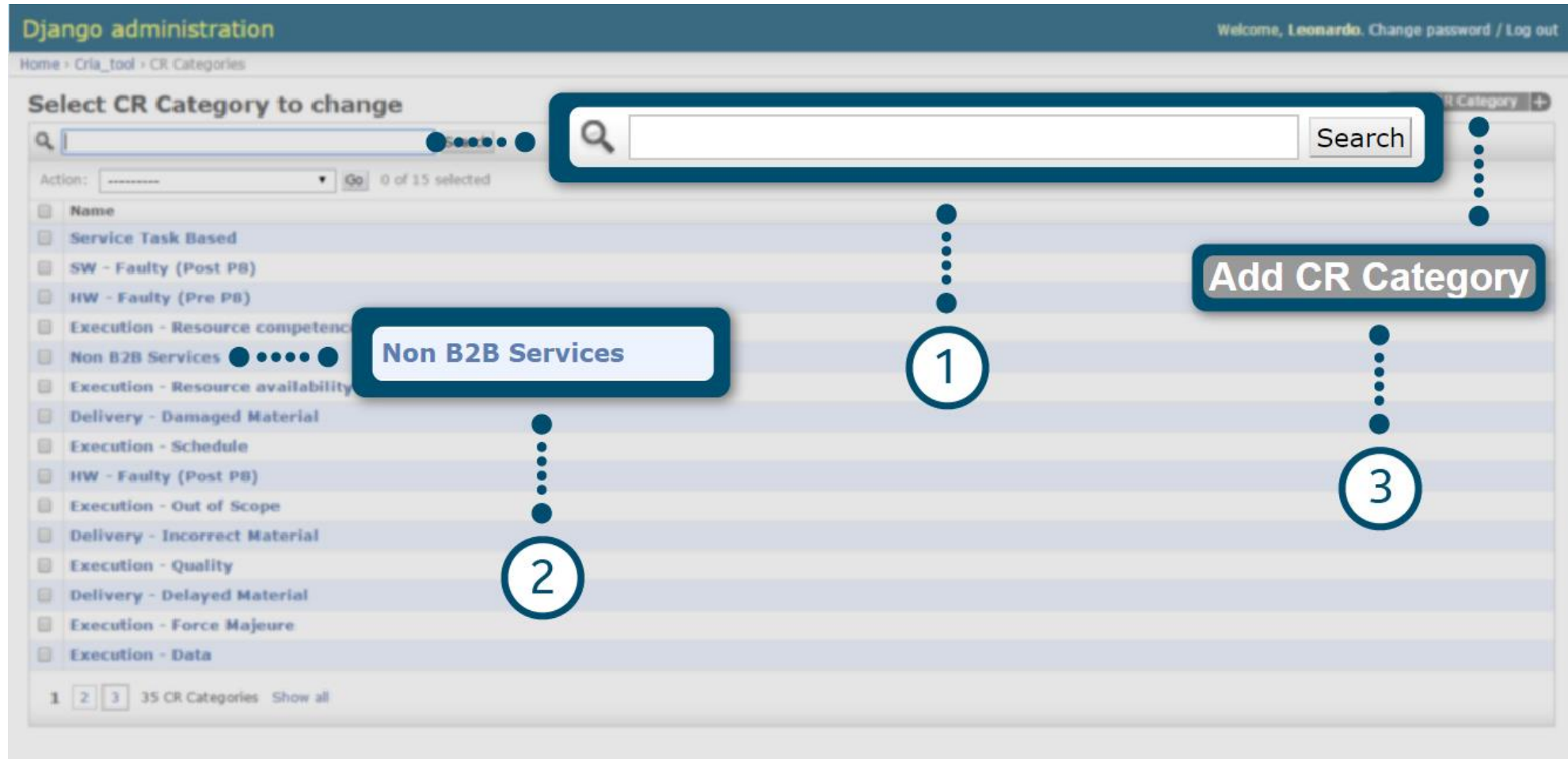
[Delete](#) [Save and add another](#) [Save and continue editing](#) [Save](#)

1. In CRIA Tool administration menu.
2. Click on “CR Categories” or on the respective “add/change” links.

The screenshot shows the Django administration interface for the Cria_Tool application. The sidebar menu on the left lists various administrative options. The 'CR Categories' option is highlighted with a blue box and a circled '1' next to it. To the right of the sidebar, a diagram shows a box labeled 'CR Categories' with a vertical ellipsis and a circled '2' below it, indicating the next step in the process.

Cria_Tool	
Bundle Workflow Approval Groups	Add Change
Bundle Workflows	Add Change
CR Bundles	Add Change
CR Categories	Add Change
CR Importer Error Logs	Add Change
Change Requests	Add Change
Cost components	Add Change
Customer Teams	Add Change
IPM Updaters	Add Change
Pending CRs Notifications	Add Change
Project Managers	Add Change
SAP Categories	Add Change
Site types	Add Change
Sub Projects	Add Change
Sub components	Add Change
Workflow Approval Groups	Add Change
Workflow Approvers	Add Change
Workflows	Add Change

1. You can search for a CR Category. The list of all available CT has updated automatically.
2. Click on existent CR Category to modify its definitions.
3. Click on “Add CR Category” to add new.



1. Define Name for CR Category.
 2. Provide a short description of the CR Category. (it will appear on CRIA User area)
 3. The sales plan is just a logical conclusion of “billable” or “non billable” based on field 2, but it’s not linked to any other field in the CRIA user area.
 4. Choose the best alternative for saving.
- CR Category names should be 100% aligned with names used and valid in IPM.

The screenshot shows the 'Add CR Category' form in the Django administration interface. The form has the following fields:

- Name:** A text input field.
- Description:** A text input field.
- Sales plan:** A text input field.
- Sap category:** A dropdown menu.
- Account indicator:** A dropdown menu.

A blue box highlights the Name, Description, and Sales plan fields. Numbered circles 1, 2, and 3 are placed next to these fields, indicating the sequence of input. Circle 4 is placed next to the save buttons at the bottom of the form. The save buttons are 'Save and add another', 'Save and continue editing', and a blue 'Save' button.

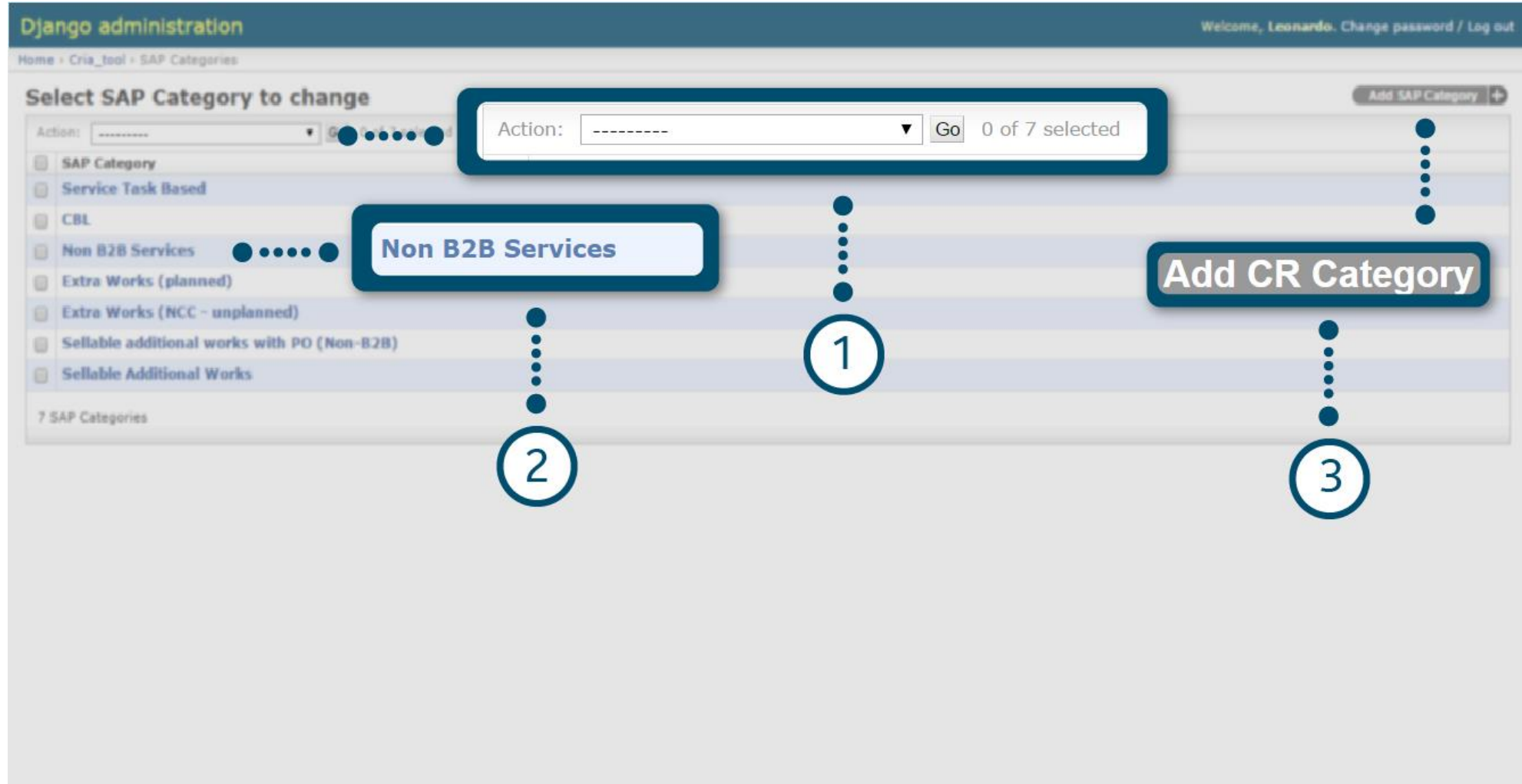
1. In CRIA Tool administration menu.
2. Click on “SAP Category” link.

The screenshot shows the Django administration interface. On the left, a sidebar menu titled 'Cria_Tool' lists various administrative options. The 'SAP Categories' link is highlighted with a blue box and a callout bubble labeled '2'. A callout bubble labeled '1' points to the top of the sidebar menu. The main content area is currently empty.

Cria_Tool		
Bundle Workflow Approval Groups	+ Add	✎ Change
Bundle Workflows	+ Add	✎ Change
CR Bundles	+ Add	✎ Change
CR Categories	+ Add	✎ Change
CR Importer Error Logs	+ Add	✎ Change
Change Requests	+ Add	✎ Change
Cost components	+ Add	✎ Change
Customer Teams	+ Add	✎ Change
IPM Updaters	+ Add	✎ Change
Pending CRs Notifications	+ Add	✎ Change
Project Managers	+ Add	✎ Change
SAP Categories	+ Add	✎ Change
Site types	+ Add	✎ Change
Sub Projects	+ Add	✎ Change
Sub components	+ Add	✎ Change
Workflow Approval Groups	+ Add	✎ Change
Workflow Approvers	+ Add	✎ Change
Workflows	+ Add	✎ Change

1. You can search for a SAP Category. The list of all available CT has updated automatically.
2. Click on existent CR SAP Category to modify its definitions.
3. Click on “Add SAP Category” to add new.

CR SAP Category names should be 100% aligned with names used and valid in IPM.



1. Insert SAP Category name (current categories available in IPM already included in CRIA)
2. Associate Billability logical decision.
3. Choose the best alternative for saving.

The screenshot shows the Django administration interface for adding a new SAP Category. The form is titled "Add SAP Category" and includes the following fields and buttons:

- Name:** A text input field highlighted by a blue circle with the number 1.
- Final Business Team Decision:** A dropdown menu with "Billable" selected, highlighted by a blue circle with the number 2.
- Buttons:** Three buttons at the bottom: "Save and add another", "Save and continue editing", and "Save". The "Save" button is highlighted by a blue circle with the number 3.

1. In CRIA Tool administration menu.
2. Click on “Project Managers” link.

The screenshot shows the Django administration interface. On the left, a sidebar menu titled 'Cria_Tool' lists various administrative options. The 'Project Managers' link is highlighted in blue. To the right of the menu, a diagram illustrates the steps to reach this link: a circle with the number '1' is connected by a dotted line to the menu area, and a circle with the number '2' is connected by a dotted line to the 'Project Managers' link itself.

Cria_Tool	
Bundle Workflow Approval Groups	+ Add ✎ Change
Bundle Workflows	+ Add ✎ Change
CR Bundles	+ Add ✎ Change
CR Categories	+ Add ✎ Change
CR Importer Error Logs	+ Add ✎ Change
Change Requests	+ Add ✎ Change
Cost components	+ Add ✎ Change
Customer Teams	+ Add ✎ Change
IPM Updaters	+ Add ✎ Change
Pending CRs Notifications	+ Add ✎ Change
Project Managers	+ Add ✎ Change
SAP Categories	+ Add ✎ Change
Site types	+ Add ✎ Change
Sub Projects	+ Add ✎ Change
Sub components	+ Add ✎ Change
Workflow Approval Groups	+ Add ✎ Change
Workflow Approvers	+ Add ✎ Change
Workflows	+ Add ✎ Change

1. You can delete any Project Manager with the **“Action”** option.
2. Click on an existent name to modify its fields.
3. Click on **“Add Project manager”** to add a new one.

Django administration

Welcome, **Leonardo**. Change password / Log out

Home > Cria_tool > Project Managers

Select Project Manager to change

Action: Go 0 of 7 selected

[Add Project Manager](#) +

Name	Location
<input type="checkbox"/> Cesar Villamar	Locon Ecuador
<input type="checkbox"/> George Szeneszi	Claro Brazil
<input type="checkbox"/> Camilo Lozano	Claro Colombia
<input type="checkbox"/> Gilberto Ruffino	Claro Colombia
<input type="checkbox"/> Gabriel Alvarez	Claro Colombia
<input type="checkbox"/> Ariel Diez De Medina	Claro Chile
<input type="checkbox"/> Oscar Ruiz	Claro Colombia
<input type="checkbox"/> Monica Restrepo	Claro Colombia
<input type="checkbox"/> Jaime Quintero	Claro Colombia
<input type="checkbox"/> Sergio Lopez	Telefonica Mexico
<input type="checkbox"/> Andre Goes	Claro Brazil
<input type="checkbox"/> Alexandre Bem	Tim Brazil
<input type="checkbox"/> Augusto Tizei	Claro Brazil
<input type="checkbox"/> Johnny Quintero	Claro Colombia
<input type="checkbox"/> Javier Zahaceta	Claro Peru

[Add Project Manager](#)

1 2 3 4 5 6 7 8 9 10 141 Project Managers [Show all](#)

1. You should enter Zina User ID, or click on search icon to look for a name.
2. Tool will provide the list with all available customer teams to which the PM can be associated. Pick up from left side list items and include them in the right side list.

The screenshot displays the Django administration interface for the 'Cria_tool' application, specifically the 'Add Project Manager' page. The interface includes a search bar for 'Zina user:' with a search icon, and a modal window for selecting customer teams. The modal is divided into two sections: 'Available customer teams' and 'Chosen customer teams'. The 'Available customer teams' section lists various teams, including AMX Mexico, Avantel, Claro Argentina, Claro Brazil, Claro Chile, Claro Colombia, Claro Ecuador, Claro Paraguay, Claro Peru, Claro Uruguay, Locop Argentina, Locop Bolivia, and Locop Brazil. The 'Chosen customer teams' section is currently empty. There are arrows between the two sections to move items. At the bottom of the modal are 'Choose all' and 'Clear all' buttons. The background shows the Django admin navigation bar and the 'Add Project Manager' form.

3. For each person defined in 1 and 2, you can select a substitute.
4. Choose the best alternative for saving.

The screenshot shows the Django administration interface for adding a Project Manager. The interface is divided into two main sections: 'Available substitutes' and 'Chosen substitutes'. The 'Available substitutes' section contains a search bar and a list of names: Cleri Inhauser, Pablo Jorge, Erickson Silverio, Elisabete Mendonca Dos Santos, Claudio Tomasello, Sergio Alves Borges, Gerardo Espinoza, Carlos Roberto Padua, Marco Antonio Ibarra, Geraldo Costa Trindade, Humberto Salinas, Renato Cesar Piumbato Chaparro, and Cristiane Vieira. Below the list is a 'Choose all' button. The 'Chosen substitutes' section is currently empty and has a 'Clear all' button. A blue box highlights the 'Available substitutes' and 'Chosen substitutes' sections. A blue box at the bottom highlights the 'Save and add another', 'Save and continue editing', and 'Save' buttons. A blue box on the right highlights the '3' and '4' steps.

1. In CRIA Tool administration menu.
2. Click on “IPM Updaters” link.

Important: This procedure will allow the definition of the person who will receive a notification after CR is approved. This person is responsible for updating IPM with approval information.

Django administration

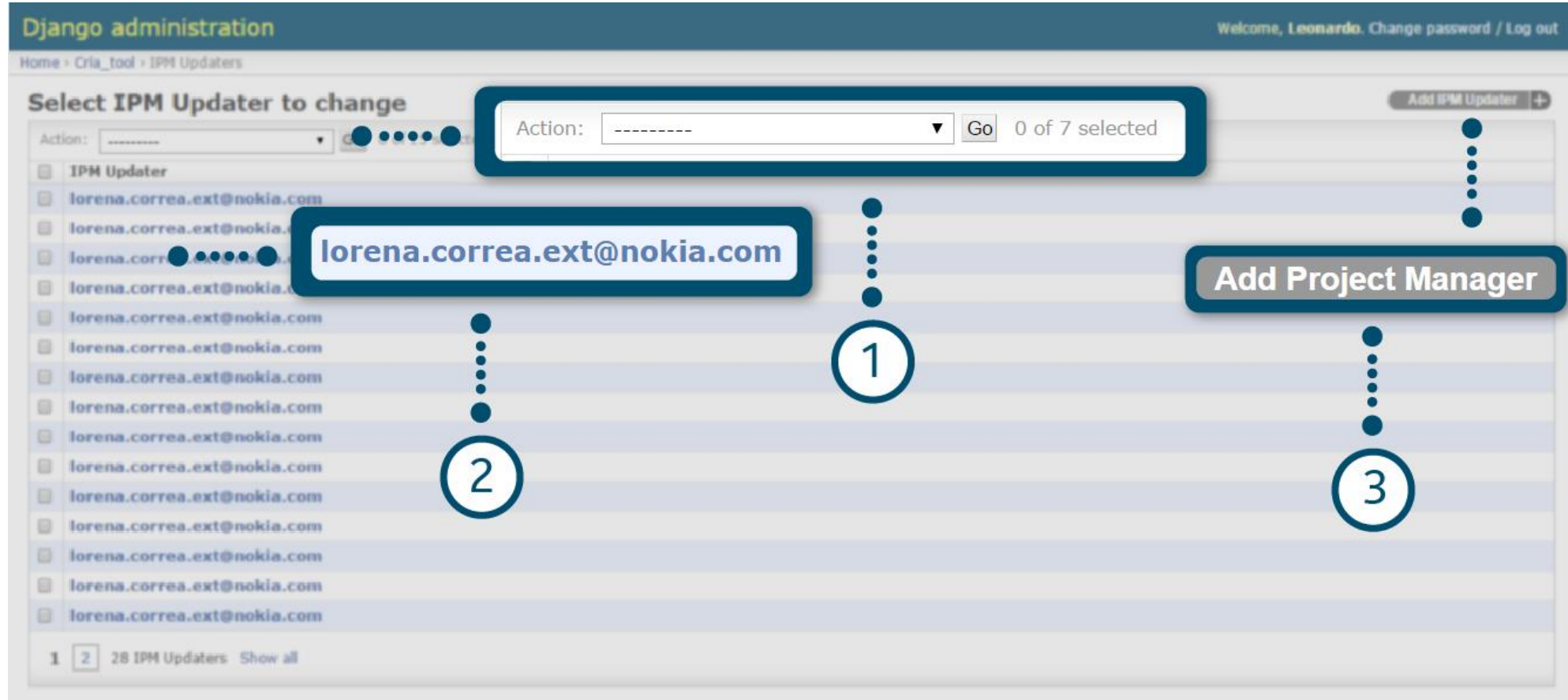
Welcome, Leonardo. Change password / Log out

Cria_Tool

Bundle Workflow Approval Groups	Add	Change
Bundle Workflows	Add	Change
CR Bundles	Add	Change
CR Categories	Add	Change
CR Importer Error Logs	Add	Change
Change Requests	Add	Change
Cost components	Add	Change
Customer Teams	Add	Change
IPM Updaters	Add	Change
Pending CRs Notifications	Add	Change
Project Managers	Add	Change
SAP Categories	Add	Change
Site types	Add	Change
Sub Projects	Add	Change
Sub components	Add	Change
Workflow Approval Groups	Add	Change
Workflow Approvers	Add	Change
Workflows	Add	Change

IPM Updaters

1. You can delete any IPM updater with the “Action” option.
2. You can Click on an existent name to modify its definitions.
3. Click on “Add IPM Updater” to add a new.



1. Provide a valid Zina user.
2. Pick up the customer teams that the person will have rights to access.

The screenshot shows the 'Add IPM Updater' form in the Django administration interface. The form includes a 'Zina user' field with a search icon, a list of 'Available customer teams' (AMX Mexico, Avantel, Claro Argentina, Claro Brazil, Claro Chile, Claro Colombia, Claro Ecuador, Claro Paraguay, Claro Peru, Claro Uruguay, Locop Argentina, Locop Bolivia, Locop Brazil), and a 'Chosen customer teams' field. A blue box highlights the 'Zina user' field and the 'Available customer teams' list. A circled '1' is next to the 'Zina user' field, and a circled '2' is next to the 'Chosen customer teams' field.

3. Select the sub-projects that the user will have access.
4. Choose the best alternative for saving.

The screenshot shows the Django administration interface for adding an IPM updater. The interface is divided into two main sections: 'Available substitutes' and 'Chosen substitutes'. The 'Available substitutes' section contains a search bar and a list of names: Cleri Inhauser, Pablo Jorge, Erickson Silverio, Elisabete Mendonca Dos Santos, Claudio Tomasello, Sergio Alves Borges, Gerardo Espinoza, Carlos Roberto Padua, Marco Antonio Ibarra, Geraldo Costa Trindade, Humberto Salinas, Renato Cesar Piumbato Chaparro, and Cristiane Vieira. The 'Chosen substitutes' section is currently empty and contains the text 'Select your choice(s) and click +'. Below the 'Available substitutes' list is a 'Choose all' button. Below the 'Chosen substitutes' section is a 'Clear all' button. At the bottom of the interface, there are three buttons: 'Save and add another', 'Save and continue editing', and 'Save'. On the right side of the interface, there are two numbered circles, '3' and '4', with a vertical ellipsis between them, indicating the steps in the process.

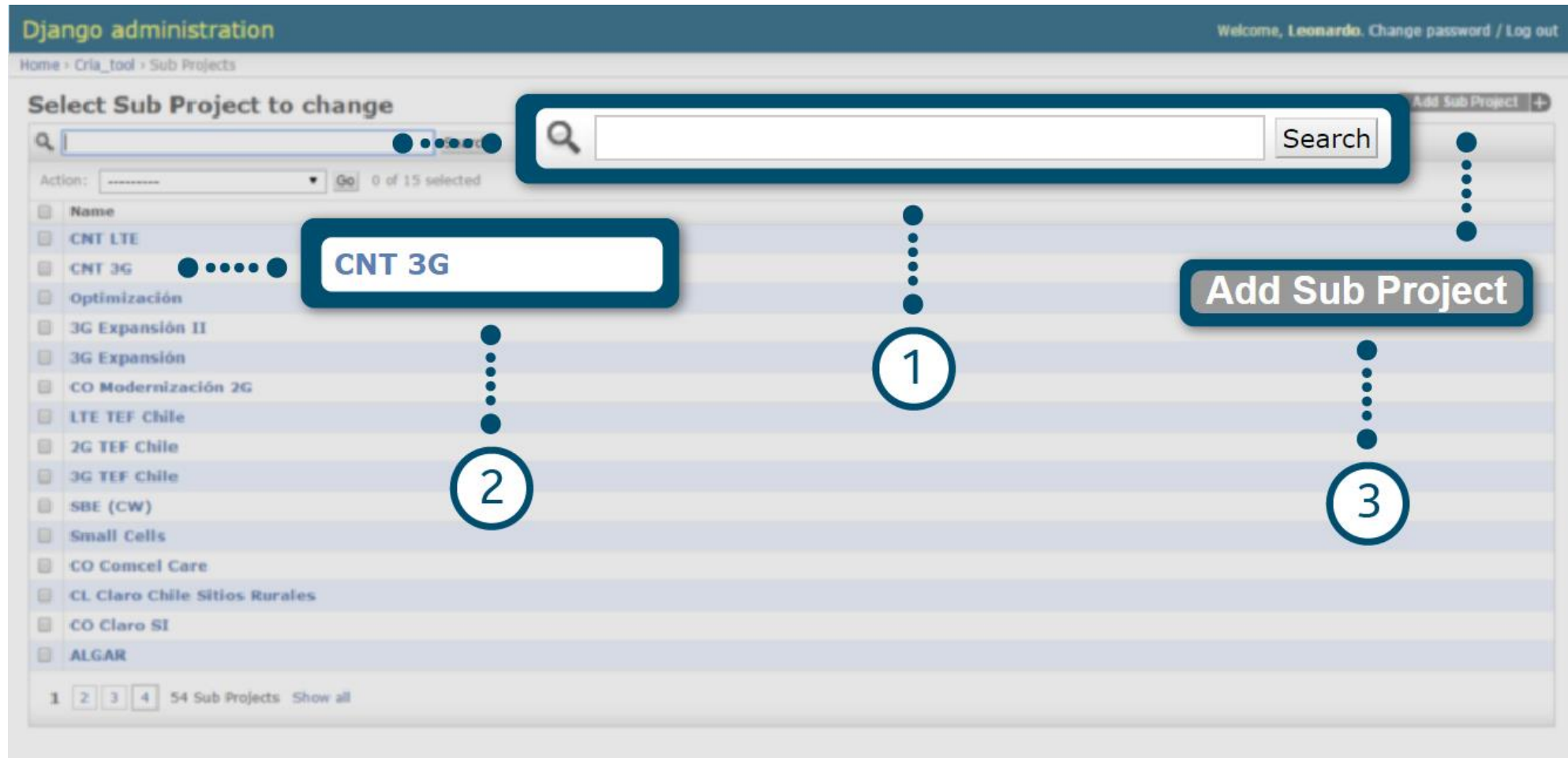
1. In CRIA Tool administration menu.
2. Click on “Sub Projects” link.

Important: Creating a sub-project is a functionality in CRIA to improve the controls and financial disclosure that other tool did not allow before. It's up to the CT Key User to set up different sub-projects (according to the need) or just keep one “dummy” sub-project set up.

The screenshot shows the Django administration interface. On the left, a sidebar menu titled 'Cria_Tool' lists various administrative options. A blue box highlights the 'Sub Projects' link in this menu. On the right, a large button labeled 'Sub Projects' is shown, with a blue box highlighting it. A circular callout with the number '1' points to the top right of the interface, and another circular callout with the number '2' points to the 'Sub Projects' button. Dotted lines connect these callouts to the corresponding elements in the interface.

Cria_Tool	
Bundle Workflow Approval Groups	Add Change
Bundle Workflows	Add Change
CR Bundles	Add Change
CR Categories	Add Change
CR Importer Error Logs	Add Change
Change Requests	Add Change
Cost components	Add Change
Customer Teams	Add Change
IPM Updaters	Add Change
Pending CRs Notifications	Add Change
Project Managers	Add Change
SAP Categories	Add Change
Site types	Add Change
Sub Projects	Add Change
Sub components	Add Change
Workflow Approval Groups	Add Change
Workflow Approvers	Add Change
Workflows	Add Change

1. You can search for a Sub-Project. The list of all available CT has updated automatically.
2. Click on an existent name to modify its fields.
3. Click on “Add Sub Project” to add a new.



1. Insert sub project name.
2. Define Customer team (available in the pre defined list)
3. Insert Cost Baseline in Euros (if available for the specific WBS). This field is OPTIONAL.
4. Choose the best alternative for saving.

Sub project will be selectable by end user only when there are 2 or more in a CT.

Django administration Welcome, Leonardo. Change password / Log out

Home > Cria_tool > Sub Proje

Add Sub Project

Name:

Customer team: ▼ +

Cost Baseline (CBL) (EUR):

Save and add another Save and continue editing **Save**

Save and add another Save and continue editing **Save**

1. In CRIA Tool administration menu.
2. Click on “Workflow Approval Groups” link.

Django administration

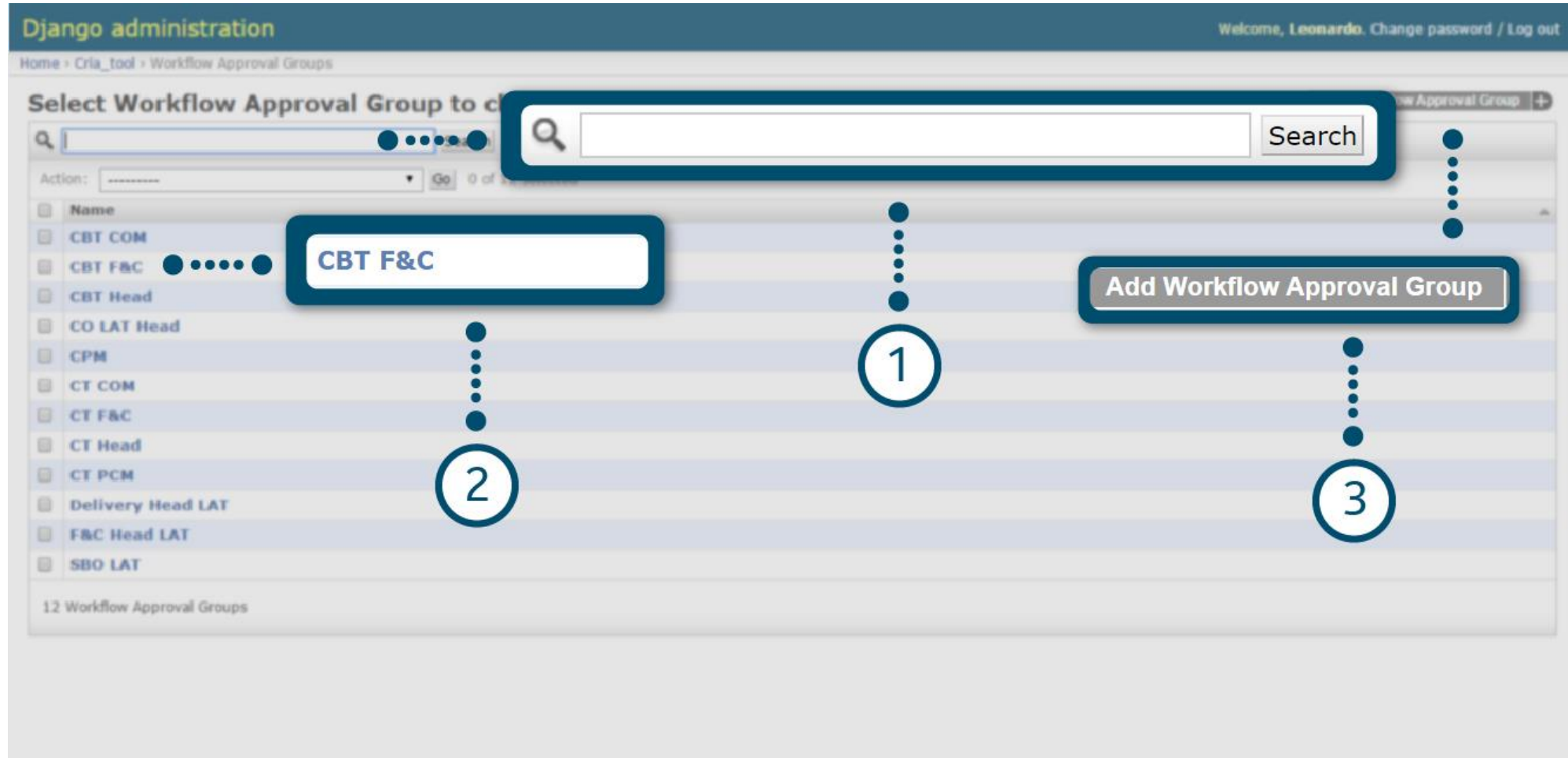
Welcome, Leonardo. Change password / Log out

Cria_Tool

Bundle Workflow Approval Groups	Add	Change
Bundle Workflows	Add	Change
CR Bundles	Add	Change
CR Categories	Add	Change
CR Importer Error Logs	Add	Change
Change Requests	Add	Change
Cost components	Add	Change
Customer Teams	Add	Change
IPM Updaters	Add	Change
Pending CRs Notifications	Add	Change
Project Managers	Add	Change
SAP Categories	Add	Change
Site types	Add	Change
Sub Projects	Add	Change
Sub components	Add	Change
Workflow Approval Groups	Add	Change
Workflow Approvers	Add	Change
Workflows	Add	Change

Workflow Approval Groups

1. You can search for a workflow Approval Group.
2. You can click on an existent group to modify its definitions.
3. Click on “Add Workflow Approval Group” to create a new.



1. Insert name for new group.
2. Insert Zina user ID or use the search engine to find a user.
3. Define Customer Team- (it's a number that refers to a CT in the pre defined list)
4. Approved type can be: Primary (just one) or Substitute (as many as needed)
5. Add a new line to define a new approver.
6. Choose the best alternative for saving.

Django administration Welcome, Leonardo. Change password / Log out

Home > Cria_tool > Workflow Approval Groups > Add Workflow Approval Group

Add Workflow Approval Group

Name: **1**

Zina user	Customer team	Approver type
<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/>
<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/>
<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/>

2 **3** **4** **5** **6**

[+ Add another Workflow Approver](#)

1. In CRIA Tool administration menu.
2. Click on “Workflow” link.

The screenshot displays the Django administration interface for the CRIA Tool. The left sidebar contains a list of links, with 'Workflows' highlighted. The main content area shows a table of workflow-related items, including 'Bundle Workflow Approval Groups', 'Bundle Workflows', 'CR Bundles', 'CR Categories', 'CR Importer Error Logs', 'Change Requests', 'Cost components', 'Customer Teams', 'IPM Updaters', 'Pending CRs Notifications', 'Project Managers', 'SAP Categories', 'Site types', 'Sub Projects', 'Sub components', 'Workflow Approval Groups', 'Workflow Approvers', and 'Workflows'. A blue box labeled 'Workflows' is overlaid on the right side of the interface, with a circular callout '2' pointing to it. A circular callout '1' is also present near the top right of the interface.

1. You can search for a workflow.
2. You can click on an existent group to modify its definitions.
3. Click on “Add Workflow” to create a new.



1. Define name for a new workflow.
2. There are 4 types of workflows (associated to the 4 types of business cases) currently available.
3. It is possible to make just one active workflow for each type. However, it's possible to plan new workflows and leave them inactive in the tool.

Django administration Welcome, Leonardo. Change password / Log out

Home > Cria_tool > Workflows > Add Workflow

Add Workflow

Name:

☐ **Active**

Workflow type:

Workflow type:	Workflow Structure	Value limit
Business case for billable change request without customer PO		
Business case for billable change request without customer PO		
Business case for non-billable change request		
Business case for cillable change request non back to back customer PO		
Advanced CR Billable		
Business Case for Non B2B Services		
Cost base line		
Business case for services task based		

[Add another Workflow Structure](#)

4. The next approval level must be defined in this field.
5. In “Value limit” it is defined the minimum amount in Euros that this level of approval will be assigned to approve.
6. In “Sequence” index it is defined the relative position of the approval group inside the whole approval chain.
7. Select the best alternative for saving.

Add Workflow

Name:

☐ Active

Workflow:

Value limit	Sequence	Approval group
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="-----"/> +
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="-----"/> +
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="-----"/> +

+ Add another Workflow Structure

Save and add another Save and continue editing Save

1. In CRIA Tool administration menu.
2. Click on “Pending CRs Notifications” link.

Important: This procedure will define who, and what periodicity, should be informed when a CR approval request is pending for more than X days. Tool is already configured to have CT CM, CBT CM and CM Head receiving governance emails.

The screenshot displays the Django administration interface for the Cria_Tool. The interface is divided into a left sidebar with a list of administrative links and a main content area. The links in the sidebar include: Bundle Workflow Approval Groups, Bundle Workflows, CR Bundles, CR Categories, CR Importer Error Logs, Change Requests, Cost components, Customer Teams, IPM Updaters, Pending CRs Notifications, Project Managers, SAP Categories, Site types, Sub Projects, Sub components, Workflow Approval Groups, Workflow Approvers, and Workflows. Each link has a green plus icon and a pencil icon next to it, indicating 'Add' and 'Change' actions respectively. A blue box highlights the 'Pending CRs Notifications' link, which is labeled with a circled '2'. A circled '1' is placed near the top of the interface, indicating the first step in the process.

1. You can delete any Pending CRs notification with the “Action” option.
2. It is possible to change configuration settings of an already defined warning group.
3. It is possible to create a new group to receive warning emails.

The screenshot shows the Django administration interface for the 'Cria_tool' application. The page title is 'Select Pending CRs Notifications'. The breadcrumb trail is 'Home > Cria_tool > Pending CRs Notifications'. The user is logged in as 'Leonardo' and can 'Change password' or 'Log out'.

The interface features a table with the following columns: 'Action', 'Pending CRs Notification', 'Cost & Progress M', and 'CT PCM'. A table with 2 rows is visible. The 'Action' column has a dropdown menu with a 'Go' button and a '0 of 7 selected' indicator. The 'CT PCM' column has a box around it labeled 'CT PCM'. The 'Add Pending CRs Notification' button is also highlighted.

Annotations 1, 2, and 3 are placed on the interface to indicate the steps for setup:

- 1. Points to the 'Action' dropdown menu.
- 2. Points to the 'CT PCM' column header.
- 3. Points to the 'Add Pending CRs Notification' button.

1. Pickup a group from a pre defined list.
2. Identify the role/responsibilities of the group.
3. Define email subject.
4. Define the elapsed time (in days) that this group will receive warning email.

The screenshot shows the Django administration interface for the 'Add Pending CRs Notification' form. A blue-bordered box highlights the form fields, and four numbered circles (1, 2, 3, 4) indicate the steps to configure the notification:

- 1**: Select a group from the 'Group' dropdown menu.
- 2**: Enter the 'Role name' in the 'Role name' text field.
- 3**: Enter the 'Email subject' in the 'Email subject' text field.
- 4**: Enter the 'Days interval (number only)' in the 'Days interval (number only)' text field.

The form also includes a 'Notification template' section with a text area and a 'CR pending days' checkbox. At the bottom, there are checkboxes for 'Non b2b' and 'Show bundles', and buttons for 'Save and add another', 'Save and continue editing', and 'Save'.

5. Define the pending time minimum to start the first warning email.
6. Complete the Notification template comment box.
7. Check Non B2B and Show bundles if there options are necessary.

Django administration

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Add new notification

CR pending days:

Notification template:

Available properties:
 {role} - The notified role (CT Contract Manager/CBT Contract Manager etc)
 {pending_days} - Number of days waiting approval

☐ Non b2b

☐ Show bundles

... 5

... 6

... 7

another Save and continue editing Save

8. Select the best alternative for saving.

Django administration

Welcome, Leonardo. Change password / Log out

Home > Cria_tool > Pending CRs Notifications > Add Pending CRs Notification

Add Pending CRs Notification

Group:

Role name:

Email subject:

Days interval (number only):

CR pending days:

Notification template:

Available properties:
(role) - The notified role (CT Contract Manager/CRT Contract Manager etc)
(pending_days) - Number of days waiting approval

☐ Non b2b

☐ Show bundles

Save and add another Save and continue editing **Save**

1. What is a CR Bundle?

Bundle is a set of CR's that will be approved all together at once. In CRIA we have possibility to create two types of bundle:

- **Pre-associated Bundle CR** – in this bundle, we already know all Change Requests that must be included in the package before send bundle request for approval (CT TIM Brazil is the only team using this feature at this moment)
 - **Post-associated Bundle CR** – in this bundle, we request a Bundle cost amount approval previously to the definition of Change Requests. We will have a pre-approved budget and we will control budget expenditure by including individual CR's costs.
- ## 2. In CRIA, the setup of workflows and approval groups for bundles is totally independent of the setup for individual CRs.

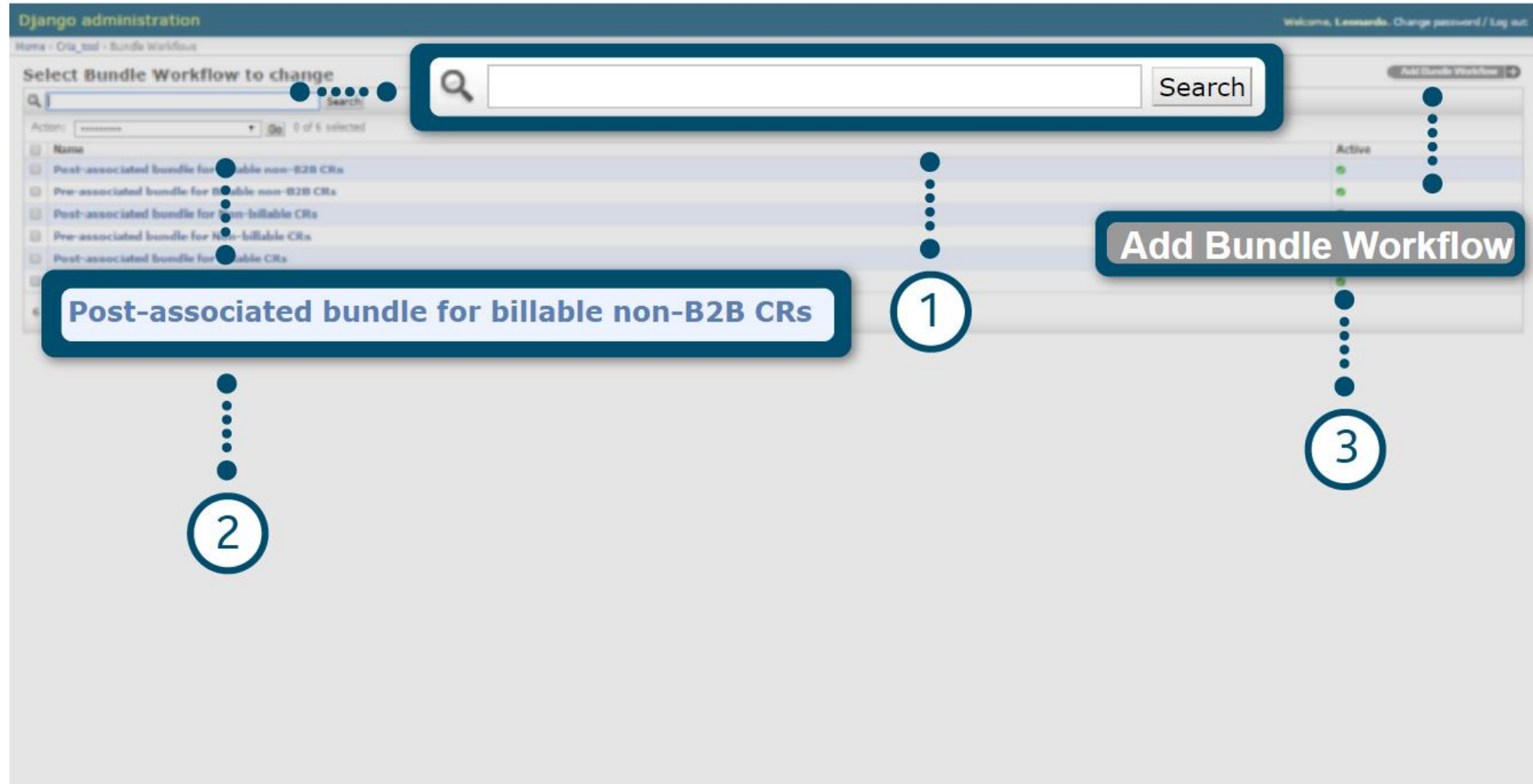
Attention: Bundles ARE NOT created in the Administrative part. They will be created in the USER interface. (please refer to User Guide)

1. In CRIA Tool administration menu.
2. Click on “Bundle Workflow” link.

The screenshot shows the Django administration interface. On the left, a sidebar menu titled 'Cria_Tool' lists various administrative options. The 'Bundle Workflows' link is highlighted with a blue box and a circled '2'. To the right of the sidebar, a large blue box with a white border and a circled '1' contains the text 'Bundle Workflows', indicating the next step in the process.

Cria_Tool		
Bundle Workflow Approval Groups	+ Add	Change
Bundle Workflows	+ Add	Change
CR Bundles	+ Add	Change
CR Categories	+ Add	Change
CR Importer Error Logs	+ Add	Change
Change Requests	+ Add	Change
Cost components	+ Add	Change
Customer Teams	+ Add	Change
IPM Updaters	+ Add	Change
Pending CRs Notifications	+ Add	Change
Project Managers	+ Add	Change
SAP Categories	+ Add	Change
Site types	+ Add	Change
Sub Projects	+ Add	Change
Sub components	+ Add	Change
Workflow Approval Groups	+ Add	Change
Workflow Approvers	+ Add	Change
Workflows	+ Add	Change

1. You can search for a Bundle Workflow.
2. You can click on an existent group to modify its definitions. There are 6 different flow already defined for pre-associated and post-associated bundles, depending on the nature of the CR's that will belong to the bundle. Bundle feature in CRIA assumes that all CRs in a bundle have the same CR SAP Category.
3. Click on **"Add Bundle Workflow"** to create a new.



You can change an existent bundle workflow or create a new one.

1. Edit bundle name.
2. Check box to activate workflow (you can create as many inactive flows, but only one active pre and post per kind of CR workflow type)
3. Select workflow type. (business case type)
4. Select bundle type.

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Name: Post-associated bundle for billable non-

☒ Active

Workflow type: Business case for cillable change request non back to back customer PO ▼

Bundle type: Post Association ▼

1 2 3 4

▼ Add another Bundle Workflow Structure

Delete Save and add another Save and continue editing Save

5. Indicate approval group for the approval chain.
6. Indicate the level of approval in the chain sequence.
7. Indicate minimum amount of cost this approval group must be involved in.
8. Select the best alternative for saving.

Django administration Welcome, Leonardo. Change password / Log out

Home > Cria_tool > BundleWorkflows > Post-associated bundle for billable non-B2B CRAs

Change Bundle Workflow

Name: Post-associated bundle for billable non-B

Active: ☒

Workflow type: Business case for billable change request non back to back customer PQ

Bundle type: Post Association

BundleWorkflowStructure object

CBT COM	1	0.00
CT Head	2	0.00
-----	1	

Delete?

Save and add another Save and continue editing Save

1. In CRIA Tool administration menu.
2. Click on “Bundle Workflow Approval Groups” link.

The further steps for groups creation is totally similar to the sequence presented in slides 26, 27 and 28.

The screenshot shows the Django administration interface for the Cria_Tool. The left sidebar contains a list of links, with 'Bundle Workflow Approval Groups' highlighted. The main content area shows a box titled 'Bundle Workflow Approval Groups' with a vertical ellipsis and a circled '2' next to it. A circled '1' is also present in the main area.

Cria_Tool		
Bundle Workflow Approval Groups	+ Add	✎ Change
Bundle Workflows	+ Add	✎ Change
CR Bundles	+ Add	✎ Change
CR Categories	+ Add	✎ Change
CR Importer Error Logs	+ Add	✎ Change
Change Requests	+ Add	✎ Change
Cost components	+ Add	✎ Change
Customer Teams	+ Add	✎ Change
IPM Updaters	+ Add	✎ Change
Pending CRs Notifications	+ Add	✎ Change
Project Managers	+ Add	✎ Change
SAP Categories	+ Add	✎ Change
Site types	+ Add	✎ Change
Sub Projects	+ Add	✎ Change
Sub components	+ Add	✎ Change
Workflow Approval Groups	+ Add	✎ Change
Workflow Approvers	+ Add	✎ Change
Workflows	+ Add	✎ Change

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		

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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