NormaDocs for Creatio

Libraries of Normative Documents and Reports

Version 1.0

User's Manual

List of Contents

1.   External Regulation

Section External Regulation is a library of external regulatory enactments which affect internal normative documents or to which these internal documents refer. Provides also optional integration with external source for tracking amendments in the external regulations in order to ensure immediate notification for the holders of internal normative documents.

Principal functions:

- Record keeping of external regulations applicable to the work of the company
- Notifications to employees in charge of normative documents about amendments in external regulations

The section is of standard structure that does not change in comparison to the basic version.
Standard registry view of this section is provided below:

Image 1. External Regulation section view

New external regulation card consists of a set of fields of general data, as well as several tabs. In order to create new entry, one should click **NEW** and fill in the fields on the page.

List and description of fields is provided below:

Field	Description
Profile fields	
Code *	Text field
Name *	Text field
URL	Text field
Last modification date	Date and time of last modification
Tab General	
Normative documents	Normative documents (detail) Displays all normative documents having this document indicated in the field External Regulation
Notes	Notes (detail)
Tab History	

Activities	Activities (Detail) Displays all activities related to this document
Email	Email letters (Detail) Displays all emails related to this document
Tab Audit	
Created by	Value from table Employee Author of the entry Generated by the system automatically upon initially saving the document Read only
Created on	Date and time of creation Generated by the system automatically upon initially saving the document Read only
Modified by	Value from table Employee Last person who modified the entry Generated by the system automatically each time upon saving the document Read only
Modified on	Date and time the entry was last modified Generated by the system automatically each time upon saving the document Read only
Tab Feed	
	The tab displays chat history among the employees regarding this document

2. Normative Documents

All normative documents of the company should be stored in one place, contain latest data and be available at all times. This section provides registration of normative documents and further work with them.

Functions of the section:

- Approving normative documents
- Version control
- Links to appendixes and other documents
- Access rights management based on confidentiality levels
- Classification and relations to external regulatory enactments for ensuring compliance
- Notifications to employees or departments about normative documents applicable to their work entering into effect

The section is of standard structure that does not change in comparison to the basic version.
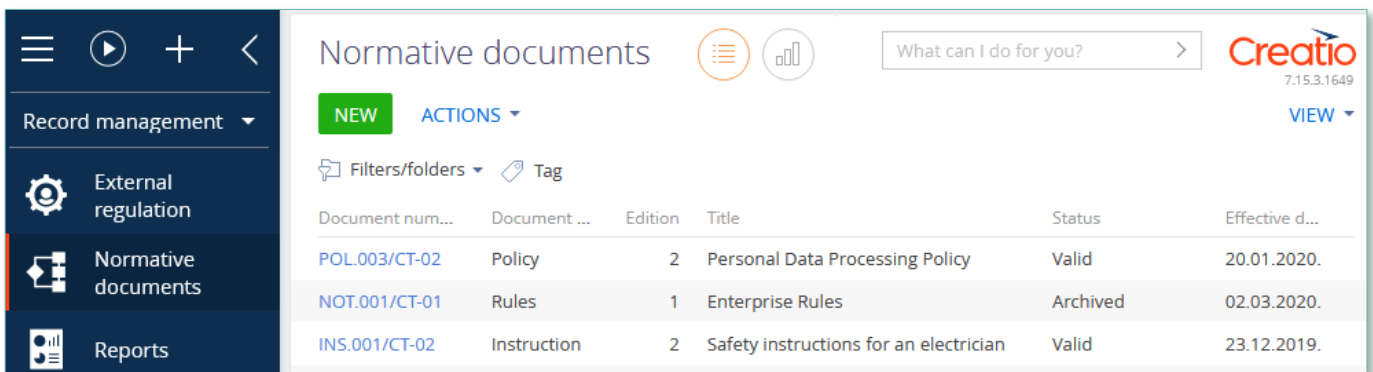

Image 2. Normative Documents section view

Normative Documents card consists of a set of fields of general data, as well as several tabs. In order to create new entry, one should click **NEW** and fill in the fields on the page.

List and description of fields is provided below:

Field	Description
Profile fields	
Company *	Company in which the document is registered Value from lookup Counterparties Read only after saving
Confidentiality level *	Value from lookup Normative document levels of confidentiality Determines level of access rights to the document within a company
Document type *	Value from lookup Normative document types Read only after saving
Main document	Main document for attachment Value from section Normative Documents Read only after saving
Serial number	Serial number of the document within the chosen document type

Field	Description
	Added manually Only numeric value Read only after saving
Edition	Document edition Added manually upon entering a new document or generated by the system upon registering a new edition Only numeric value Read only after saving
Document number	Full document number Generated automatically by the system according to mask upon first saving Read only
Effective date	Document effective since (Date) Value from calendar
Status indicator	
	By default Draft See more in sections 4.1 Process of Status Change 4.7. Process of Entering into Effect of the Normative Documents
Tab General	
Title	Text field, maximum size: 250 characters
Attachments	Attachments (Detail) Files are placed on the detail
Appendixes	Appendixes (Detail) Document attachments to current document in status "Effective" are placed on the detail
Related normative documents	Related normative documents (Detail) Documents that are referring to current document or those which are referring to this document. The direction of the relation is provided in the detail
Tab Details	
Business process group	Value from lookup Normative document business processes
Business process	Value from lookup Normative document business processes
Responsible	Person uploaded from lookup Normative document business processes Read only in the form
Responsible holder	Value from table Employee
Approving authority	Person/collective body that is approving the document Value from table Employee
Changes made in this edition	Text field
This edition approved by	Value from table Employee

Field	Description
Meeting/protocol number	Text field
Date of approval	Value from calendar
Signer	Document signed by (a person) Value from table Employee
Signing date	Date of signing the document Value from calendar
Term of document revision	Value from calendar
Expiry date	Value from calendar
Date of abolishment	Value from calendar
Notes	Text field
Additional information	Text field
External regulations	External regulations (Detail) External regulatory enactments that the document is related to are placed on the detail Value from section External regulations
Obligatory reviewers	Obligatory reviewers (Detail) List of reviewers, with whom the document should be coordinated, is placed on the detail
Applies to administration units	Applies to administration units (Detail) List of administration units, to which the document is related, is placed on the detail
Applies to companies	Applies to companies (Detail) List of companies, to which the document is related, is placed on the detail
Tab Versions	
Actual	Actual (Detail) Actual versions of the document are displayed on this detail
Previous	Previous (Detail) Previous versions of the document are displayed on this detail
Tab Approvals	
Approvals	Approvals (Detail) Detail is intended for approvals on request. The procedure of approvals is described in section 4.5
Tab History	
Activities	Activities (Detail) Displays all activities related to this document
Email	Email (Detail) Displays all the email letters related to this document
Tab Audit	

Field	Description
Created by	Value from table Employee Author of the entry Generated by the system automatically upon initially saving the document Read only
Created on	Date and time of creation Generated by the system automatically upon initially saving the document Read only
Modified by	Value from table Employee Last person who modified the entry Generated by the system automatically each time upon saving the document Read only
Modified on	Date and time the entry was last modified Generated by the system automatically each time upon saving the document Read only
Tab Feed	
	The tab displays chat history among the employees regarding this document

Configurable lookups

The system provides several configurable lookups which are used upon filling in the document:

- Normative document levels of confidentiality
- Normative document types
- Normative document business processes

3.   Reports

Section Reports ensures storage of prepared reports with an option to grant rights to certain group of users. As well as it provides an option to control the discipline of generating the reports.

Principal functions:

- Rules for generating the reports
- Management of access rights to the reports
- Notifications to employees in charge about updates
- Storage of prepared reports as separate files with an option of grouping them by time periods or as links to them.

The section is of standard structure that does not change in comparison to the basic version.

Standard registry view of this section is provided below:
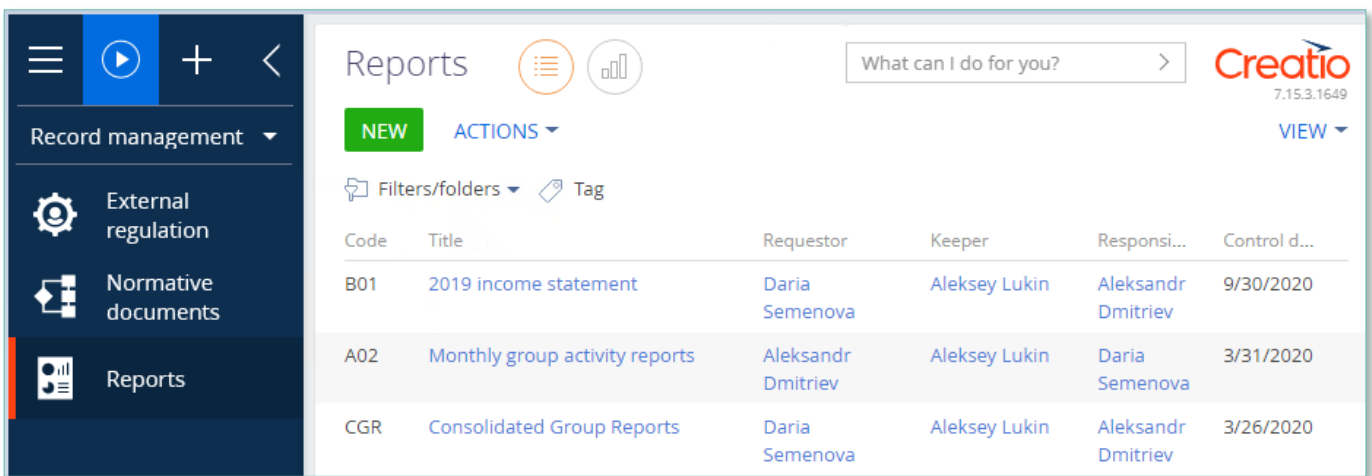
Image 3. Reports section view

Reports card consists of a set of fields of general data, as well as several tabs. In order to create new entry, one should click

NEW
and fill in the fields on the page.

List and description of fields is provided below:

Field	Description
Profile fields	
Theme *	Value from lookup Reports themes
Status *	Value from lookup Reports statuses
Valid to	Value from calendar When term "Valid to" enters into effect, the report's status changes to "Archived", and from then on notifications are no longer sent about upcoming control term for preparing the next report (Control date)
Code *	Text field
Keeper	Employee field value from lookup Employee
Requestor	Requestor Employee field value from lookup Employee

Field	Description
Responsible	Employee field value from lookup Employee
Responsible department	Value from lookup Departments
Deadline for submission	Value from lookup Reports submission deadlines
Period	Value from lookup Reports periods
Control date	Value from calendar Upon arrival of this date, the system generates a task: - for the employee indicated in the field Responsible - subject: Prepare a new report for the following period -execution deadline: 2 days
Tab General	
Title *	Text field, maximum size: 250 characters
Annotation	Short description of the document Text field, maximum size: 250 characters
Attachments by period	Attachments by period (Detail)
Attachments	Attachments (Detail) Files are placed on the detail The form displays values: file name, annotation, type, date of placing and the author of the entry.
Tab History	
Activities	Activities (Detail) Shows all activities related to this document
Email	Email (Detail) Shows all the emails related to this document
Tab Audit	
Created by	Value from table Employee Author of the entry Generated by the system automatically upon initially saving the document Read only
Created on	Date and time of creation Generated by the system automatically upon initially saving the document Read only
Modified by	Value from table Employee Last person who modified the entry Generated by the system automatically each time upon saving the document Read only
Modified on	Date and time the entry was last modified Generated by the system automatically each time upon saving the document Read only

Field	Description
Followers	Value from table Employee Employees signed up for receiving the report
Followers (administrative units)	Value from table System administration object Employees signed up for receiving the report
Tab Feed	
	The tab displays chat history among the employees regarding this document

Configurable lookups

The system provides several configurable lookups which are used upon filling in the document:

- Reports themes
- Reports statuses
- Reports submission deadlines
- Reports periods

4. Configurable System Details

4.1. Status change process

In sections where the workflow implies change of statuses, there is a special element on the page – status bar. It helps you to see in what status is the entry at any given time and quickly switch from one status to another. It helps to keep better focus on moving forward and makes the work more intuitive and simple.

Depending on the chosen status the colour of the status bar may change.

NB!
Status bar setup is carried out in case designer.

In order to process a query use the status bar and action panel, which you can see in the upper side of the inquiry page. Move forward in the process or case, using status bar.

Change the status of the query using Status bar.
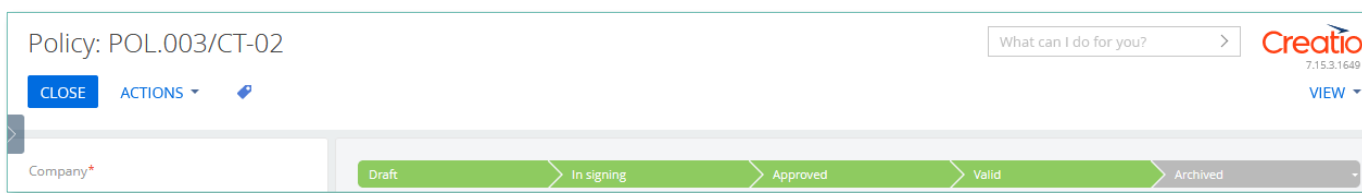
Image 4. Document status change

The order of switching from status to status is determined in the settings of each type of document. The change of status is duplicated to the field Status.

4.2. Attachments and notes

To work with additional materials in entries of the sections, the system is using a detail Attachments. This detail is available in every section of the system.

In the Attachments detail you can use the following display options:

tile view. Use it to display files and links to details as icons. The image of the icons will differ depending on the file extension.

NB!
Icons for various types of files can be set in the lookup [File extensions]. For the files having no defined type in this lookup, the system shall use default icon.

list view. In this view one can see all entries in the detail as a list of entries. Use this view if you need to delete a file or edit a link.

4.3.   Details

The details are located in the form and are designed for storing any additional information. You can open and close the detail by clicking ⌄
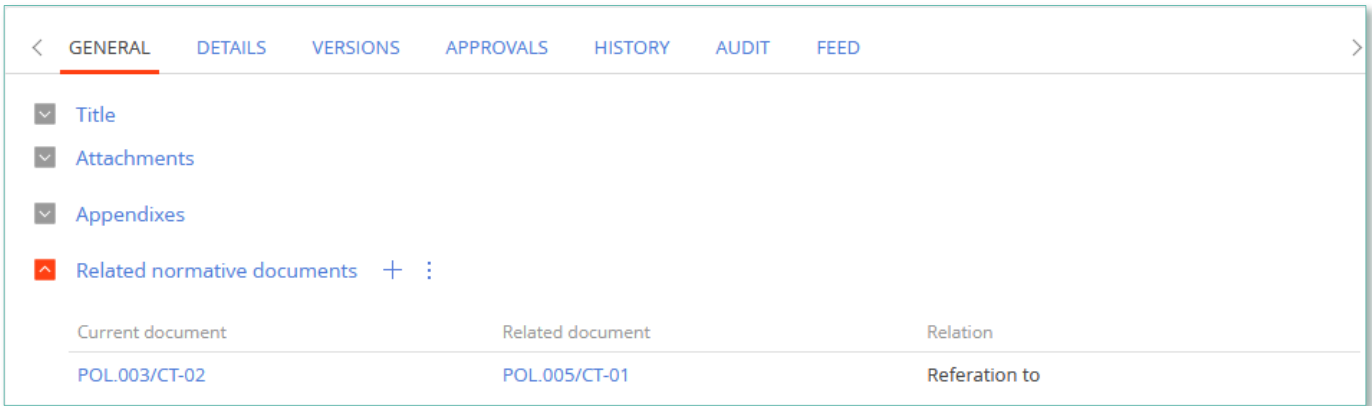

Image 5. View of details in the form

One can add and configure the information to be displayed in detail by clicking ⋮ through action Columns setup.
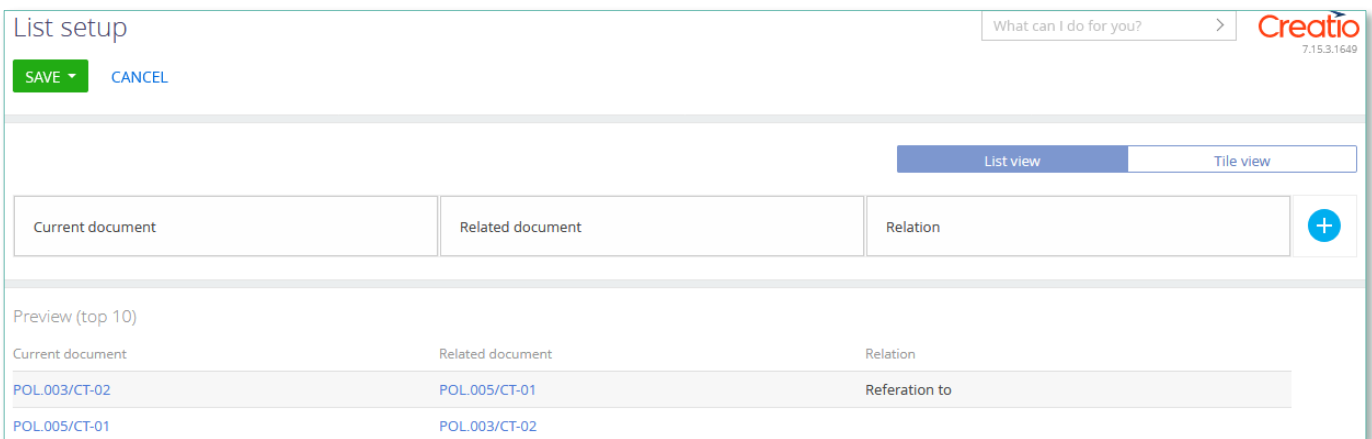

Image 6. Setup of information to be displayed in detail

User can individually change the sequence of columns and add new ones.

Administrator can set up and save the sequence and sets for all users. Administrator can change the arrangement of details in the form.

One can add a new document by clicking ＋ and filling in the form.

4.4.   Set up access rights

You can control access to certain operations with the entries. There are three groups of such operations: Read, Edit and Delete. For example, access to operation "Read" means the user or group of users can view the entry in the section or on the entry page. For each operation there are two levels of access:

- Granted — right to execute the operation of reading, amending or deleting an entry.

- Granted/delegation permitted — the right to execute operations with the entry, as well as the right to control access to this operation.

NB!
Absence of any level of access means absence of access to the entry. By default the user who created the entry has the right to execute and delegate all the operations with the entry. Access to the entry created by you is set by default and configured by the system administrator.

In order to start managing access to the entry, open the page of this entry and in Actions menu choose Set up access rights.

4.5.   Approval process

Adding approvals is carried out in tab Approvals. The view of the page is provided below:
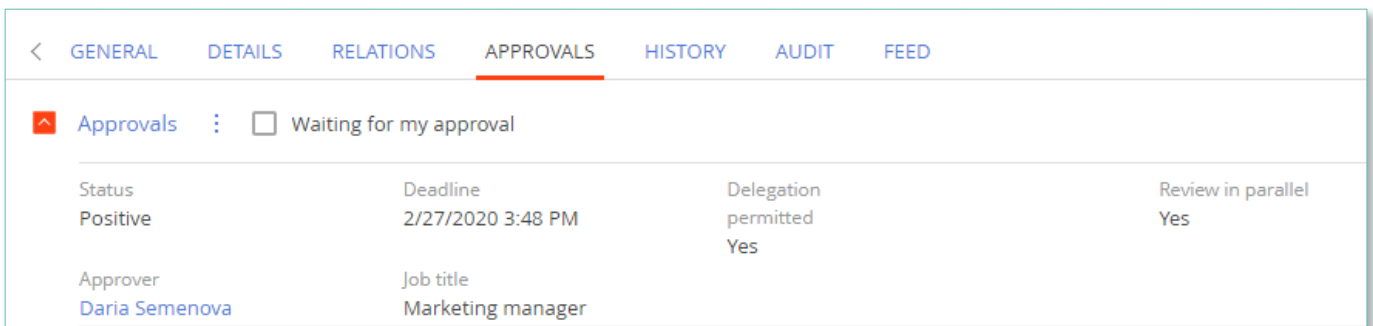
Image 7. Approval page view

Actions in the detail:

Approve – an action available only for users appointed by the approving person. Upon carrying out this action, a page is opened where approver can add a comment. After clicking "OK" the status of the approval shall automatically change to Positive.

Reject – the action is available only for users appointed by the approving person. Upon carrying out this action, a page is opened where approver can add a comment. After clicking "OK" the status of the approval shall automatically change to Negative.

Change approver – the action is available only for users appointed by the approving person. Upon carrying out this action a page will open to appoint a new approver (field Approval participant). After clicking "OK", the value in the field Participant will automatically change to the new value.

Configurable fields:

Field	Description	Type
Contact	In this field the approving person is registered	Lookup (lookup Contact)
Role	A sign indicating the role of the approving person	Lookup (lookup Record keeping related employees role)

Field	Description	Type
Order number	Order number of the approving person. In this precise order the persons in charge of approval will receive the notifications.	Number

Attention!
Upon adding new approval process an automated email notification is sent to the approving contacts, while the condition of inquiry for amendments is set from the system settings «Change Approval Status».
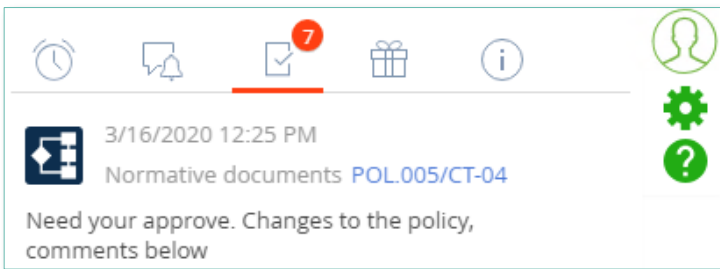
Also the person in charge of approval shall receive a notification on communication panel.

Image. 8. Notification on communication panel

4.6. Creating a new version of Normative Document

New version of the document can be created by clicking COPY in section Normative Documents.
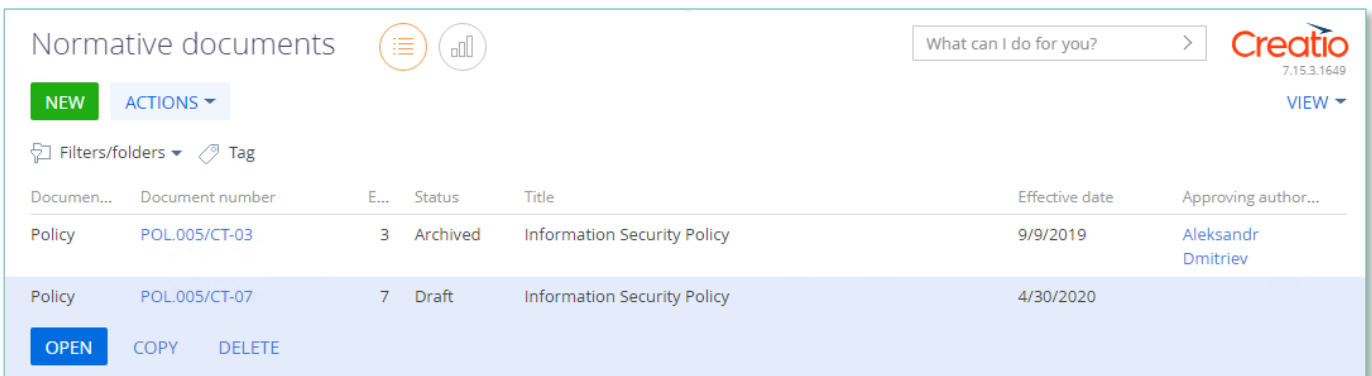

Image 9. View of Normative Documents section in a form of a list

A new version of the document is created and it is given next index number in the fields Edition and Document Number. The information from the profile fields is copied to this new document.

4.7. Normative Documents Entering into Effect Process

1. Document in status Draft should be sent to approval through Action / Send for approval, having indicated the person.
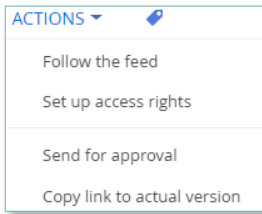
Image 10. Action / Send for approval

2. The system is going to change the status automatically to In signing. The approver will receive a notification both to email and communication panel about that his/her signature is required.

3. In case option Reject is chosen, the document with the comment will automatically be returned in status Draft, and in case of Approve option, the status will change to Approved.
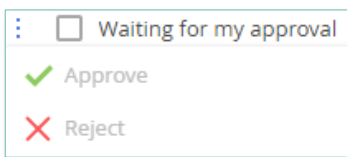

Image 11. Action in detail Approvals

4. From the Approved status the system will change the document's status to Valid. In order to change to this status, the field Effective Date should be filled in. Upon arrival of this date an agent updates normative document statuses:

- Changes the status of this document from Approved to Valid
- Archiving an active document with the same number, but in previous version, having changed its status from Valid to Archived.
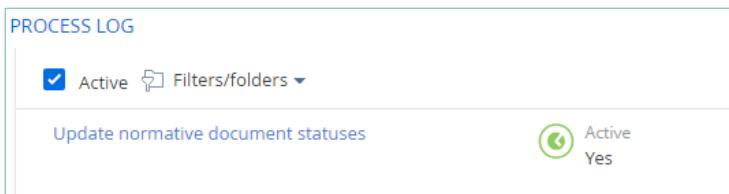

Image 12. Agent Update normative document statuses in Process library

4.8.   Additional actions

1. Actions / Copy link to actual version
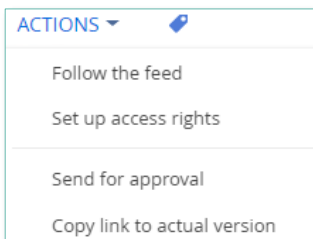Generates a link that is analysing and always opening the version of the document in status Valid.

Image 13. Actions / Copy link to actual version

2. Action / Send notification
   In sections External regulation and Reports there is action Send notification available for users.

ACTIONS ▾

Follow the feed

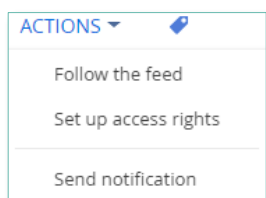Set up access rights

Send notification

Image 14. Action / Send notification

- In section External regulation a letter is generated to all the holders of the normative documents that are attached to this regulator (field Responsible holder)
- In section Reports letters are created and sent to employees listed in the detail Followers in Audit tab.