

PROJECT PLANNING PHASE

Team Id	NM2025TMID00717
Project Name	Laptop Request Catalog Item

Roles	Responsibilities
Product Owner / Process Owner	Defines business requirements, user stories, and acceptance criteria.
Business Analyst (BA)	Gathers requirements, defines workflows, documents user stories, and validates business needs for the catalog item.
IT Procurement Lead	Validates laptop models, vendor options, procurement processes, and cost structures.
ServiceNow Developer	Provides input on feasibility, required fields, workflows, and automation options within the ServiceNow platform.
IT Asset Manager	Ensures alignment with asset management policies, lifecycle tracking, and inventory processes.
Information Security Officer	Assesses data security, compliance, and access controls for catalog workflows and request data.
Project Sponsor / Steering Committee	Approves scope, funding, and phase transitions; provides executive oversight.
End User Representative	Offers feedback on usability, user experience, and functional needs of the catalog item.

Function Requirement	User Story
Update Sets	As a Service now Administrator, I want to create and manage update sets for the <i>Laptop Request Catalog Item</i> so that all configuration changes including catalog item variables, UI policies, UI actions, and workflows can be tracked, migrated, and deployed seamlessly between development, test, and production instances.

Catalog item	As an employee, I want to request a laptop through the ServiceNow Service Catalog, so that I can receive the right device required for my work in an efficient and trackable manner.
Add variables	As a Service now Developer, I want add to the <i>Laptop Request Catalog Item</i> so that end users can provide all the necessary details when submitting a laptop request through the Service Catalog. These variables will capture information such as laptop type, specifications, accessories, and justification enabling efficient request processing and fulfillment by the IT department.
<u>UI</u> Policies	As a ServiceNow Developer, I want to create UI Policies for the Laptop Request Catalog Item to dynamically control field visibility, mandatory behavior, and read-only states based on user input.
UI Action	As a ServiceNow Developer, I want to create UI Actions (buttons) for the Laptop Request Catalog Item so that users and approvers can perform quick actions like Submit, Approve, Reject, or Cancel.
Export Update Sets	As a ServiceNow Administrator, I want to export the update set for the Laptop Request Catalog Item so that all configurations can be migrated safely between development, test, and production instances.
Login to another Instance	As a ServiceNow Administrator, I want to log into another ServiceNow instance to preview and commit the update set for the Laptop Request Catalog Item so that changes can be tested in a controlled environment
Testing	As a Tester/QA Engineer, I want to test the Laptop Request Catalog Item end-to-end so that I can verify all variables, UI behaviors, workflows, and approval processes function correctly before deployment.