

Project Planning

Date	28/10/2025
Team id	NM2025TMID01396
Project name	Laptop Request Catlog Item
Maximum mark	5 Marks

Project Scope & Objectives

- **Objective:** To streamline the laptop procurement process by replacing manual requests with an automated, trackable system, reducing fulfillment time and ensuring proper approvals.
- **In-Scope:**
 - A single Service Catalog item for all laptop requests.
 - Form variables for laptop model selection, justification, and software.
 - An automated workflow to route requests to the user's manager for approval.
 - Automated creation of a fulfillment task (SCTASK) for the IT hardware team upon approval.
 - Email notifications for the user (submission, approval, completion).
- **Out-of-Scope:**
 - Hardware asset and inventory management (e.g., tracking stock levels).
 - Budgeting and financial approval workflows.
 - Procurement of new laptops from external vendors.

3. Key Stakeholders

Stakeholder	Role
Requesting User	(Employee) Submits the laptop request via the portal.
Manager	Approves or rejects their direct report's request.
IT Hardware Team	(Fulfillment Group) Receives and completes the catalog task to provision the laptop.
ServiceNow Admin	(You/Your Team) Develops, tests, and maintains the catalog item and workflow.

4. Project Phases & Timeline

This plan is broken into standard project phases.

Phase	Key Activities	Key Deliverables
Phase 1: Initiation	<ul style="list-style-type: none">• Define project goal and scope.• Identify key stakeholders.	<ul style="list-style-type: none">• Project Plan (This document)
Phase 2: Design	<ul style="list-style-type: none">• Gather and finalize all requirements.• Design the catalog item form (variables, UI).• Map the end-to-end workflow (Approval -> Task).	<ul style="list-style-type: none">• Solution Requirements Document• Workflow Diagram
Phase 3: Build	<ul style="list-style-type: none">• Configure the catalog item in ServiceNow.• Configure all variables, UI policies, and client scripts.• Build the workflow (using Flow Designer).• Configure all email notifications.	<ul style="list-style-type: none">• Functional Catalog Item (in Dev)• Completed Workflow
Phase 4: Testing	<ul style="list-style-type: none">• Conduct developer/unit testing.• Execute functional and performance test cases.• Conduct User Acceptance Testing (UAT) with sample users and managers.	<ul style="list-style-type: none">• Performance & Testing Document• UAT Sign-off
Phase 5: Deployment	<ul style="list-style-type: none">• Prepare deployment (e.g., package in an Update Set).• Promote to Production environment during a maintenance window.• Perform post-deployment validation.	<ul style="list-style-type: none">• Deployed Catalog Item (in Prod)• Go-Live Communication
Phase 6: Closure	<ul style="list-style-type: none">• Hand off documentation to the support team.• Close project and gather lessons learned.	<ul style="list-style-type: none">• Project Closure Report

5. Summary of Requirements

Functional Requirements (Summary)

- **FR-1 (Access):** User can find and open the "Laptop Request" item.
- **FR-2 (Selection):** User can select a laptop model and see its specs.
- **FR-3 (Justification):** User must provide a business reason for the request.
- **FR-4 (Submission):** User can submit the form, which triggers an approval.
- **FR-5 (Approval):** Manager can approve or reject the request.
- **FR-6 (Fulfillment):** An IT hardware task is created after approval.

Non-Functional Requirements (Summary)

- **NFR-1 (Usability):** The form must be simple and easy to complete.
- **NFR-2 (Security):** Only authenticated users can request; only managers can approve.
- **NFR-3 (Reliability):** The workflow must trigger 100% of the time on submission.
- **NFR-4 (Performance):** The catalog item must load quickly (e.g., < 3 seconds).
- **NFR-5 (Availability):** The item must be available 24/7 in the service portal.