

2. Project Planning Phase

Project Scope:

The project involves the setup of a ServiceNow instance and customization for an educational institution. It includes creating tables, forms, process flows, and scripts to automate student and staff management tasks.

Tasks and Timeline:

Phase	Task	Duration
Phase 1	Setting up ServiceNow Instance	1 Day
Phase 2	Creating Update Set & Custom Tables	2 Days
Phase 3	Designing Form Layouts and UI	2 Days
Phase 4	Process Flow and Automation	2 Days
Phase 5	Testing and Documentation	1 Day

Resources Required:

- ServiceNow Developer Instance
- Internet Connectivity
- SmartInternz Portal Access
- Demo Video Creation Tools

Expected Deliverables:

- Configured ServiceNow instance
- Completed workflow automation
- Functional forms and data tables
- Documentation and demo video