

Project Planning Phase

Date	01 November 2025
Team ID	NM2025TMID05296
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

1. Project Title

Laptop Request Catalog Item

2. Objective

To automate and streamline the process of laptop requests in the organization using ServiceNow, by creating a dynamic Service Catalog Item that simplifies user input, reduces manual errors, and ensures efficient approval and tracking.

3. Project Scope

- Creation of a Service Catalog Item for laptop requests.
- Implementation of UI Policies and UI Actions for dynamic behavior.
- Configuration of variables for capturing user input efficiently.
- Testing of the catalog item for functionality and usability.
- Exporting and importing Update Sets for deployment across different ServiceNow instances.

4. Project Phases and Timeline

Phase	Task Description	Responsible Person
Phase 1: Requirement Gathering	Identify user needs, form fields, and approval process.	Project Lead
Phase 2: Design & Setup	Create local update set and design form structure in ServiceNow.	Developer
Phase 3: Development	Add variables, create UI policies and UI actions.	Developer

Phase 4: Testing	Test form behavior, validation, and approval flow.	Tester
Phase 5: Export & Deployment	Export update set and import into another instance.	Admin
Phase 6: Documentation	Prepare reports, screenshots, and final documentation.	Project Lead

5. Tools and Technologies Used

- ServiceNow Platform
- Service Catalog Module
- Update Sets
- UI Policy and UI Action Configuration
- Testing Instance for Validation

6. Expected Outcomes

- A fully functional Laptop Request Catalog Item that allows employees to submit requests easily.
- Dynamic form behavior that adapts based on user input.
- Reduced manual errors and faster processing time.
- Trackable updates for governance and controlled deployment.

7. Project Deliverables

- ServiceNow Catalog Item: "Laptop Request"
- UI Policy and UI Action configurations
- Update Set files for migration
- Testing report and screenshots
- Final project documentation