Project Planning Phase Report

Project Title: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required: ServiceNow, JavaScript, Flow Designer, REST API, Data Management

1. Introduction

The project planning phase outlines the strategy, timeline, and resources required to implement the Laptop Request Catalog Item project effectively.

2. Objectives

- Define a clear project schedule.

- Assign resources and responsibilities.

- Establish milestones and deliverables.

3. Work Breakdown Structure (WBS)

1. Requirement Analysis - 1 Week

2. Design - 1 Week

3. Development - 2 Weeks

4. Testing - 1 Week

5. Deployment - 1 Week

Total Duration: 6 Weeks

4. Resource Allocation

- ServiceNow Developer: Create and configure catalog items.

- Administrator: Manage instance and access control.

- QA Engineer: Conduct system testing.

5. Expected Outcome

A well-planned implementation ensuring smooth development and deployment of the catalog item within the timeline.