LAPTOP REQUEST CATALOG ITEM

PROJECT PLANNING PHASE

Team ID: NM2025TMID06464

Team Size: 4

Team Leader: Rihana Hazeen Jameela J

Team member: Sanchana V

Team member: Karthika V S

Team member: Jenifer Anushiya S

Project Planning Phase:

The project planning phase focused on establishing a clear roadmap for developing, testing, and deploying the Laptop Request Catalog Item in ServiceNow. After the ideation phase, the primary goal was to translate the concept into an executable plan that ensured smooth implementation, timely delivery, and adherence to quality standards.

Objectives:

The main objectives defined during the planning phase were:

- ❖ To create a user-friendly Service Catalog item for laptop requests.

- ❖ To implement dynamic form behaviour using Catalog Client Scripts and UI Policies.

- ❖ To add a reset functionality for clearing form data when required.

- ❖ To ensure all catalog changes are tracked and governed through update sets and change management processes.

- ❖ To test the catalog item for functionality, performance, and accuracy before deployment.

Scope of the Project:

The project covers the creation and configuration of a Service Catalog item in ServiceNow, including form design, workflow automation, and notification setup. The scope also includes testing, user validation, and documentation for governance.
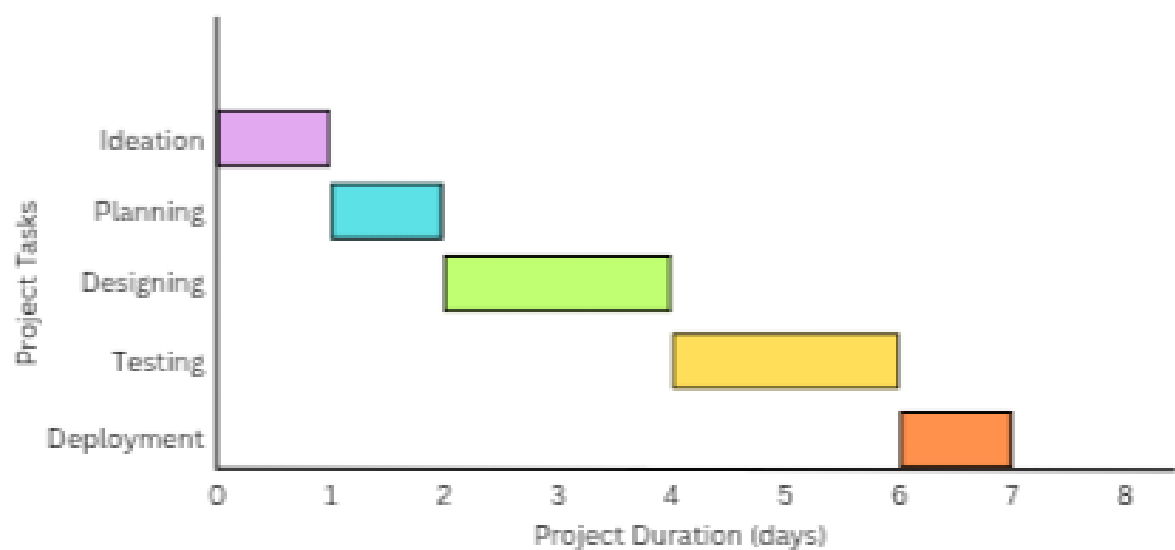
Roles and Responsibilities:

Role	Responsibility
Project Lead	Oversee the entire project and ensure alignment with organizational goals.
Developer	Build the catalog form, configure workflows, and implement dynamic behaviours.
Tester	Conduct functional and performance testing to validate the catalog item.
End Users	Provide feedback on usability and verify real-time functionality.

Timeline:

Task	Duration	Deliverable
Ideation	1 Day	Brainstorming and Idea development
Planning	1 Day	Plan all the actions which is going to be performed
Design	2 Days	Create the Workflow and develop the project
Testing	2 Days	Test the project and Verify it's working
Deployment	1 Day	Final implementation and documentation of the report

Gantt Chart for Timeline:

Risk Management:

Potential Risk	Impact	Mitigation Strategy
Incorrect dynamic behavior	Form may not respond correctly	Test each rule during configuration
Workflow routing errors	Delayed approvals	Validate workflow paths before publishing
Performance lag	Poor user experience	Optimize client scripts and reduce unnecessary conditions
Missing governance tracking	Audit non-compliance	Use update sets and maintain change logs

Outcome:

The planning phase resulted in a structured and achievable project roadmap. Responsibilities were clearly defined, potential risks were anticipated, and the timeline ensured smooth coordination between development and testing teams. This foundation paved the way for the successful design and implementation of the Laptop Request Catalog Item.