

# Project Management Definitions for ServiceNow Laptop Request Catalog Item

## Key Definitions

**A Sprint:** Fixed period or duration in which a team works to complete a set of tasks

**An Epic:** A big task or project that is too large to complete in one sprint. It is broken down into smaller tasks (stories) that can be completed over multiple sprints.

**A Story:** A small task. It is part of an Epic.

**A Story Point:** A number that represents how much effort a story takes to complete. (usually in form of Fibonacci series)

## Story Point Complexity Scale

**1 point:** Very Easy task (e.g., adding a simple variable to form)

**2 points:** Easy task (e.g., creating basic UI policy)

**3 points:** Moderate task (e.g., implementing workflow notifications)

**5 points:** Difficult task (e.g., complex dynamic logic or integrations)

## Sprint Details

### Sprint 1: (4 Days: June 13-16, 2025)

#### Catalog Item Foundation

- Create basic laptop request form structure: 2
- Add essential variables (model, RAM, etc.): 1

#### Dynamic Form Logic

- Implement role-based laptop recommendations: 2
- Create UI policy for showing/hiding fields: 2

### Sprint 2: (4 Days: June 17-20, 2025)

#### Workflow & Approvals

- Configure manager approval workflow: 3
- Set up email notifications: 2

## **Sprint 3: (5 Days: June 21-25, 2025)**

### **Fulfillment & Integration**

- Create IT fulfillment tasks: 2
- Integrate with CMDB for inventory check: 3

## **Velocity Calculation**

### **Total Story Points:**

- Sprint 1 = 7
- Sprint 2 = 5
- Sprint 3 = 5
- Total = 17

### **Velocity = Total Story Points Completed / Number of Sprints**

- Total Story Points =  $7 + 5 + 5 = 17$
- Number of Sprints = 3
- Velocity =  $17 \div 3 = 5.67$

**Your team's velocity is 5.67 Story Points per Sprint.**

Note: This velocity means your team completes approximately 5-6 story points in each sprint, which helps in planning future work and setting realistic expectations for delivery timelines.  
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