

# Automated Car Catalog System for Enhanced Showroom Management

## **\*\*Project Planning Phase\*\***

<b>Date</b>	<b>27-06-2025</b>
<b>Team ID</b>	<b>LTVIP2025TMID31351</b>
<b>Project Name</b>	<b>Automated Car Catalog System for Enhanced Showroom Management</b>
<b>Maximum Marks</b>	<b>5 Marks</b>

### **Overview**

Project planning is the strategic backbone of successful project execution. This phase defines the **timeline, task breakdown, resource allocation, milestones, and risk considerations** for delivering the automated car catalog system using the ServiceNow platform.

Proper planning ensures that each development activity is executed systematically and aligns with the business goals outlined in the ideation and requirement phases.

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### **Estimated Total Duration: 8 hours**

The project is designed to be completed within an 8-hour timeline, ideal for rapid prototyping and deployment within a short-term internship or innovation sprint.

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### **Work Breakdown Structure (WBS)**

Below is a breakdown of the core tasks involved and the estimated time required for each:

#### **◆ 1. Catalog and Category Creation – 2 hours**

- Create the **main catalog** named "Mahendra".
- Define categories such as:

- **Sudden**
  - **XUV**
  - **Sports**
- Use ServiceNow's catalog configuration tools to organize categories logically.

## ◆ 2. Catalog Item Setup – 2 hours

- Add specific items such as:
  - **Volkswagen Polo**
  - **Mahindra Thar**
  - **Mahindra XUV700**
- Populate each item with:
  - Descriptions
  - Pricing details
  - Feature specifications
  - Visuals (images of the cars)

## ◆ 3. User, Role, and Group Management – 2 hours

- Create roles like emp1, catalog\_admin, and manager within ServiceNow.
- Assign users (e.g., Salesperson) to these roles.
- Form user groups like showroom for group-based access control.
- Apply **RBAC (Role-Based Access Control)** to ensure data and function security.

## ◆ 4. Table Creation and Workflow Configuration – 1 hour

- Extend the **Task table** or create a **custom table** to manage catalog request fulfillment.
- Define and configure **automated workflows** using Flow Designer:
  - Item request triggers approval flow
  - Manager role receives approval task
  - Notification sent post-approval or rejection

## ◆ 5. Portal Testing and Validation – 1 hour

- Test the **Service Portal** interface to:
    - Ensure catalog visibility
    - Check ordering process flow
    - Validate that role-based access works as expected
  - Confirm that all email notifications and workflow triggers are functional
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### Project Milestones

Each task is tied to a deliverable milestone that validates progress:

Milestone	Completion Criteria
Catalog and Category Setup	Mahendra catalog created with Sudden, XUV, and Sports categories
Catalog Items Added	Volkswagen Polo, Thar, and XUV700 listed with images and details
Roles and Groups Assigned	emp1 role created and users grouped under 'showroom'
Workflow Integrated	Request triggers and approval flow configured and tested
Service Portal Validation Complete	Catalog browsable and requests trackable by end-users

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### Resource Allocation

Task	Assigned Role(s)
Catalog & Items Setup	Catalog Admin
User & Role Configuration	Administrator / Developer
Workflow Configuration	ServiceNow Flow Designer Expert
Portal Testing	QA Tester or Team Member

All roles are likely handled by one or two individuals in small team scenarios, such as internships or POCs.

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### Dependencies and Assumptions

- **ServiceNow Instance Access:** It's assumed that the development team has access to a configured ServiceNow Developer instance.
  - **User Roles Created in Advance:** The base roles (admin, emp1, etc.) must exist before testing workflows.
  - **Sufficient Test Data:** Test catalog data and images are readily available during setup.
  - **Stable Internet Connection:** Necessary for working with the ServiceNow cloud platform and its portal.
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### Conclusion

The project plan breaks the development into **focused, time-boxed segments** that are easy to track and deliver. By clearly defining tasks, time estimates, and expected milestones, the team ensures that the development effort remains on schedule and aligned with its goals.

This phase promotes **accountability, clarity, and efficiency**, setting the foundation for high-quality implementation and successful delivery of the automated car catalog system.