

# Project Planning Phase

Date	14 November 2025
Team ID	NM2025TMID06861
Project Name	Laptop Request Catalog Item
Maximum Marks	5 Marks

## Goal

The goal of this project is to design and develop a dynamic and automated Laptop Request Catalog Item in ServiceNow that allows employees to request laptops easily, reduces manual work, and improves approval speed and accuracy.

### 1. Planning Objectives

- Identify user problems and project requirements.
- Define features such as auto-fill, dynamic fields, reset button, and tracking.
- Plan workflow, testing, and deployment steps.
- Ensure smooth migration between ServiceNow instances using update sets.

### 2. Project Phases

#### Phase 1: Requirement Analysis

- Understand the current manual laptop request process.
- Identify pain points like delays, lack of tracking, and data errors.
- Define key features needed in the new catalog item.

#### Phase 2: Design

- Create a plan for catalog form structure and variables.
- Design dynamic field behavior and form layout.
- Plan UI Policies, UI Actions, and workflows.

#### Phase 3: Development

- Create Local Update Set to track all changes.
- Build Laptop Request Catalog Item under the Hardware category.
- Add variables (Laptop Model, Justification, Additional Accessories, Accessories Details).
- Configure UI Policies to show or hide fields dynamically.
- Create UI Action (Reset Form) for clearing all fields.

#### **Phase 4: Testing**

- Test the catalog form for field visibility, mandatory checks, and reset functionality.
- Verify dynamic behavior when selecting “Additional Accessories.”
- Test performance, usability, and error handling.

#### **Phase 5: Deployment**

- Mark the update set as Complete and export it as XML.
- Import and commit the update set in another instance.
- Verify that all configurations work correctly in the new environment.

#### **Phase 6: Review & Maintenance**

- Collect user feedback for further improvements.
- Plan for future enhancements like automation workflows and AI recommendations.

### **3. Expected Outcome**

- Faster and automated laptop request process.
- Easy-to-use and dynamic catalog form.
- Improved tracking and governance through update sets.
- Better employee satisfaction and reduced manual workload