# Project Planning Phase

| Date | 13 November 2025 |
|---|---|
| Team ID | LTVIP2025TMID31059 |
| Project Name | Laptop Request Catalog Item using ServiceNow |
| Maximum Marks | 5 Marks |

## 1.Project Overview

This project focuses on creating a Laptop Request Catalog Item in ServiceNow, allowing employees to request laptops efficiently through a self-service portal. The project includes:

- Form creation
- Workflow automation
- Approval process
- Reporting

## 2. Objectives

- Simplify laptop request process for employees.
- Automate approvals and notifications.
- Track request status in real-time.
- Reduce manual IT workload.

## 3. Scope

**In Scope:**

- Create Laptop Request Catalog Item in ServiceNow.
- Configure form fields (Employee Name, Department, Laptop Model, Justification, etc.).
- Workflow design (Approval, IT fulfillment, notifications).

- Reporting and dashboard for tracking requests.

**Out of Scope:**

- Physical laptop delivery process.

- Integration with external inventory systems (if not available).

## 4. Stakeholders

| Role | Name/Department | Responsibility |
|---|---|---|
| Project Sponsor | IT Head | Approve project and provide resources |
| Project Manager | Sri | Plan and monitor project |
| Developer | ServiceNow Team | Create catalog item and workflow |
| Approvers | Department Heads | Approve laptop requests |
| End Users | Employees | Submit laptop requests |

## 6. Resources

- ServiceNow Developer Instance

- IT Team for approval setup

- Documentation tools (Word/Excel/PDF)

## 7. Deliverables

- ❖ Laptop Request Catalog Item on ServiceNow
- ❖ Workflow for approvals and notifications
- ❖ Test cases and results
- ❖ User guide document

## 8. Risk Management

| Risk | Impact | Mitigation |
|---|---|---|
| Delay in approval setup | Medium | Notify approvers early and get confirmation |
| Form field mismatch | Low | Review requirements carefully |

| Risk | Impact | Mitigation |
|---|---|---|
| Workflow failure | High | Test in developer instance before production |

## 9. Conclusion

The project aims to streamline the laptop request process using ServiceNow's Catalog Item and Workflow functionalities, enhancing efficiency, reducing manual effort, and improving tracking.