**Project Planning**

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| --- | --- |
| Date | 28/10/2025 |
| Team id | NM2025TMID03568 |
| Project name | Laptop Request Catlog Item |
| Maximum mark | 5 Marks |

**Project Scope & Objectives**

* **Objective:** To streamline the laptop procurement process by replacing manual requests with an automated, trackable system, reducing fulfillment time and ensuring proper approvals.
* **In-Scope:**
  + A single Service Catalog item for all laptop requests.
  + Form variables for laptop model selection, justification, and software.
  + An automated workflow to route requests to the user's manager for approval.
  + Automated creation of a fulfillment task (SCTASK) for the IT hardware team upon approval.
  + Email notifications for the user (submission, approval, completion).
* **Out-of-Scope:**
  + Hardware asset and inventory management (e.g., tracking stock levels).
  + Budgeting and financial approval workflows.
  + Procurement of new laptops from external vendors.

**3. Key Stakeholders**

| **Stakeholder** | **Role** |
| --- | --- |
| **Requesting User** | (Employee) Submits the laptop request via the portal. |
| **Manager** | Approves or rejects their direct report's request. |
| **IT Hardware Team** | (Fulfillment Group) Receives and completes the catalog task to provision the laptop. |
| **ServiceNow Admin** | (You/Your Team) Develops, tests, and maintains the catalog item and workflow. |

**4. Project Phases & Timeline**

This plan is broken into standard project phases.

| **Phase** | **Key Activities** | **Key Deliverables** |
| --- | --- | --- |
| **Phase 1: Initiation** | • Define project goal and scope.  • Identify key stakeholders. | • Project Plan (This document) |
| **Phase 2: Design** | • Gather and finalize all requirements.  • Design the catalog item form (variables, UI).  • Map the end-to-end workflow (Approval -> Task). | • **Solution Requirements Document**  • Workflow Diagram |
| **Phase 3: Build** | • Configure the catalog item in ServiceNow.  • Configure all variables, UI policies, and client scripts.  • Build the workflow (using Flow Designer).  • Configure all email notifications. | • Functional Catalog Item (in Dev)  • Completed Workflow |
| **Phase 4: Testing** | • Conduct developer/unit testing.  • Execute functional and performance test cases.  • Conduct User Acceptance Testing (UAT) with sample users and managers. | • **Performance & Testing Document**  • UAT Sign-off |
| **Phase 5: Deployment** | • Prepare deployment (e.g., package in an Update Set).  • Promote to Production environment during a maintenance window.  • Perform post-deployment validation. | • Deployed Catalog Item (in Prod)  • Go-Live Communication |
| **Phase 6: Closure** | • Hand off documentation to the support team.  • Close project and gather lessons learned. | • Project Closure Report |

**5. Summary of Requirements**

**Functional Requirements (Summary)**

* **FR-1 (Access):** User can find and open the "Laptop Request" item.
* **FR-2 (Selection):** User can select a laptop model and see its specs.
* **FR-3 (Justification):** User must provide a business reason for the request.
* **FR-4 (Submission):** User can submit the form, which triggers an approval.
* **FR-5 (Approval):** Manager can approve or reject the request.
* **FR-6 (Fulfillment):** An IT hardware task is created after approval.

**Non-Functional Requirements (Summary)**

* **NFR-1 (Usability):** The form must be simple and easy to complete.
* **NFR-2 (Security):** Only authenticated users can request; only managers can approve.
* **NFR-3 (Reliability):** The workflow must trigger 100% of the time on submission.
* **NFR-4 (Performance):** The catalog item must load quickly (e.g., < 3 seconds).
* **NFR-5 (Availability):** The item must be available 24/7 in the service portal.