

PROJECT PLANNING PHASE

1. Project Planning Template

The project planning template provides a structured approach to manage the project activities, timeline, and responsibilities.

Project Overview

- **Project Title:** Automated Ticket Assignment System
- **Domain:** IT Service Management
- **Platform:** ServiceNow
- **Objective:** To automate ticket routing and improve support efficiency.

Scope of the Project

- Design a ticket creation form.
- Create support groups and assign roles.
- Implement automated assignment using flows.
- Apply access controls for security.
- Test ticket routing and resolution process.

Project Deliverables

- Ticket Management Module
- Automated Assignment Workflow
- User & Group Configuration
- Security Rules (ACLs)
- Final Project Report & Demo

Milestones & Timeline

Phase	Activities	Duration
Requirement Analysis	Identify problem and users	2 Days
Ideation Phase	Brainstorming & problem definition	2 Days
Design Phase	Architecture & solution design	2 Days
Development Phase	Forms, tables, flows, ACLs	5 Days
Testing Phase	Functional & user testing	2 Days
Deployment Phase	Final setup & demo	1 Day
Documentation	Report preparation	2 Days

Roles & Responsibilities

Role	Responsibility
Project Lead	Planning & coordination
Developer	Configuration & flow creation
Tester	Validate ticket routing
Documentation Lead	Prepare project report

Resources Required

- ServiceNow Developer Instance
- Internet connection
- Laptop/Desktop
- Sample user data
- Flow Designer & Forms

Risk Management

Risk	Mitigation
Incorrect flow conditions	Test with sample cases
Role misconfiguration	Validate ACL rules
Data access issues	Proper role mapping
Delay in development	Follow timeline strictly

Success Criteria

- Tickets are auto-assigned correctly.
- No manual intervention needed.
- Reduced response time.
- Users and agents can access only permitted data.
- System works without errors.