**Project Charter: Laptop Request Catalog Item**

**1. Project Overview**

**Project Title**

Laptop Request Catalog Item - Servicenow

**Date**

September 1, 2025

**Project Description**

This project aims to create and deploy a new Service Catalog item in ServiceNow to streamline and automate the process of requesting a new laptop for employees. The current process is manual and time-consuming, involving multiple emails and forms. By automating the workflow, we will reduce fulfillment time, improve the user experience, and ensure a clear, auditable trail for all laptop requests.

**2. Goals and Objectives**

**Main Goal**

To automate the laptop request and fulfillment process in ServiceNow to improve efficiency and user experience.

**Key Objectives**

* Deploy a new "Laptop Request" catalog item within the ServiceNow Service Portal within six weeks.
* Integrate the catalog item with a multi-stage approval workflow and asset management system.
* Reduce the average request-to-delivery time for laptops by 50% within two months of launch.

**3. Scope and Deliverables**

**In-Scope Items**

* Creation of a new Service Catalog Item with a user-friendly form.
* Development of a multi-stage approval workflow (e.g., manager, IT approval).
* Automation of ticket creation for the IT fulfillment team.
* Integration with the existing ServiceNow asset management system to track new laptops.
* Automated email notifications for requesters and key stakeholders.

**Out-of-Scope Items**

* Procurement or physical delivery of laptops.
* Integration with third-party vendor systems (e.g., for direct ordering).
* Development of a custom mobile application for the catalog item.

**4. Timeline**

**Key Milestones**

* **Requirements & Design Complete**:- All business and technical requirements are finalized and signed off.
* **Development & Testing Complete**:- The catalog item and workflow are fully developed and tested.
* **Go-Live & Post-Launch Support**:- The catalog item is available to end-users, with a two-week support period.

**Project Phases**

* **Phase 1: Discovery & Design**
  + Gather requirements from stakeholders.
  + Design the catalog item form and workflow.
  + Create a detailed project plan.
* **Phase 2: Development & Testing** (Start Date: Oct 21, 2025 - End Date: Nov 15, 2025)
  + Build the catalog item and workflow in ServiceNow.
  + Conduct unit, integration, and user acceptance testing (UAT).
* **Phase 3: Deployment & Support** (Start Date: Dec 1, 2025 - End Date: Dec 15, 2025)
  + Deploy the solution to the production environment.
  + Provide post-launch support and gather feedback.

**5. Team and Resources**

**Project Team Members**

* [ServiceNow Developer] - [Role]
* SHRI VISHNU - CODING
* SANTHOSH - CODING
* SUBRAMANIYAN - VIDEO
* SUDHARSANAN - DOCUMENT

**Required Resources**

* Access to ServiceNow development and production environments.
* Dedicated time from project team members.
* A budget for any necessary third-party integrations (if scope changes).

**6. Assumptions and Constraints**

**Assumptions**

* The project team has the necessary access and permissions to configure ServiceNow.
* Key stakeholders and approvers will be available for timely feedback and sign-off.
* The existing ServiceNow platform is stable and can support the new functionality.

**Constraints**

* The project must be completed within the allocated budget.
* The go-live date is tied to a company-wide IT initiative and cannot be delayed.