

PROJECT PLANNING PHASE

Date	02-11-2025
Team ID	NM2025TMID06036
Project name	Laptop Request Catalog Item Using ServiceNow

Purpose of the Planning Phase:

The purpose of the planning phase in the Laptop Request Catalog Item project using ServiceNow is to clearly define how the project will be executed, managed, and delivered successfully.

- Define Project Goals and Scope
- Understand Requirements

Project Overview:

The **Laptop Request Catalog Item using ServiceNow** project aims to develop an automated and user-friendly system that allows employees to request laptops easily through the ServiceNow platform. This catalog item will streamline the entire process—from request submission to approval and fulfillment — eliminating manual work and delays.

Project Goals:

- **Automate the Laptop Request Process**
 - To replace manual request methods with an online, automated system through the ServiceNow platform.
- **Simplify User Experience**
 - To make it easy for employee store quest laptops using a simple and user- friendly catalog form.

Project Deliverables:

- **Requirement Specification Document**
 - A document that lists all functional and non-functional requirements for the laptop request catalog item.
- **Workflow Design**
 - A planned workflow showing the process steps — from request submission, approval, and fulfillment to closure.
- **Service Catalog Item Design**
 - A prototype or draft design of the laptop request catalog item, including form fields, request type, and categories.

Team Roles and Responsibilities:

Plan, coordinate, and monitor all project activities.

- Manage time line, budget, and resources.
- Communicate with stakeholders and ensure project goals are met.

Design and develop the Laptop Request Catalog Item.

- Configure workflows, approvals, and notifications in ServiceNow.
- Integrate with Asset Management if required.

Resources Needed:

Platform: ServiceNow Develop Instance

Tools: Flow Designer, Tables, and Dashboard modules

Hardware: Laptop or desktop with Internet access.

Software: Any web browser (e.g., Chrome ,Edge)

Conclusion:

The project planning phase for the **Laptop Request Catalog Item using ServiceNow**

Plays a crucial role in laying a strong foundation for success full implementation. Through carefull planning, the project goals, scope, requirements, resources, and timelines are clearly defined. This ensures that all team members understand their roles and responsibilities, potential risks.