



Phase 5: Deployment, Documentation & Final Presentation

Adherence to Timelines

Description

The Adherence to Timelines phase evaluates how effectively the Software Installation Request project was executed in alignment with the planned roadmap. Each phase of the project was completed within the defined timeframes while maintaining quality, accuracy, and compliance with ServiceNow best practices.

Execution Strategy

The project was executed following a structured **7-phase roadmap**, ensuring that each activity was completed in a logical sequence and without unnecessary delays. Clear phase boundaries, continuous testing, and incremental validations helped maintain steady progress throughout the implementation.

Roadmap Execution Overview

1 Update Sets

- A dedicated update set was created and managed to capture all configurations.
 - Update sets were finalized, exported, and migrated within the planned timeline.
 - Early update set planning prevented rework during deployment.
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2 Workflow Design & Planning

- Workflow logic was designed before implementation.

- Approval paths, task creation, and conditional logic were planned and validated early.
 - This approach minimized design changes during later stages.
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3 Attach Workflow to Catalog Item

- The workflow was correctly linked to the Service Catalog item.
 - Early attachment ensured consistent execution during testing.
 - Validation was performed immediately after attachment to avoid downstream issues.
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4 Requirement Analysis & Table Identification

- Core ServiceNow tables (`sc_request`, `sc_req_item`, `sc_task`) were identified upfront.
 - Data flow and table relationships were validated before automation.
 - Early clarity reduced troubleshooting time in later phases.
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5 Moving Update Sets

- All components were packaged and moved using update sets.
 - Preview and commit steps were completed without conflicts.
 - Timely migration enabled smooth testing in the target instance.
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6 Testing & Validation

- End-to-end testing was performed at each major milestone.
 - Approval flow, task creation, and request lifecycle were validated.
 - Early issue detection ensured on-time resolution.
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7 Deployment

- The solution was deployed after successful validation.
 - No critical defects were observed during final execution.
 - The deployment adhered to the planned schedule.
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Outcome

By adhering to a clearly defined roadmap and validating each phase before moving forward, the project was completed efficiently and within the expected timelines. This structured execution ensured stability, minimized rework, and delivered a reliable Software Installation Request solution.