



Phase 5: Deployment, Documentation & Final Presentation

Project Demo Video Planning

Description

The Project Demo Video Planning phase outlines the structure and content of the demonstration video created to showcase the end-to-end functionality of the **Software Installation Request** solution. The demo is designed to clearly explain the workflow, automation logic, and user experience from multiple role perspectives.

Demo Objectives

The demo video aims to:

- Demonstrate real-time functionality of the Service Catalog solution
 - Validate automation, approvals, and fulfillment behavior
 - Provide clarity on how different roles interact with the system
 - Present a realistic, production-ready use case
-

Demo Flow Overview

The demo video follows a structured walkthrough of the complete request lifecycle:

① Service Portal Walkthrough

- Navigation through the Service Portal homepage

- Location of the Software Installation Request under the relevant service category
- Overview of the request form layout and available options

Flow Shown:

Home → Service Catalog → Software → Software Installation Request

2 Live Request Submission

- Filling out catalog variables:
 - Software Name
 - Version Required
 - License Justification
 - Urgency
 - Explanation of mandatory fields and tooltips
 - Submitting the request
-

3 Dynamic Approval Flow

- Switching to the approver role
 - Viewing the approval request
 - Approving the request
 - Explanation of approval logic and conditions
-

4 Email Notification Triggers

- Demonstration of notification emails generated during:
 - Request submission
 - Approval completion
 - Task assignment
 - Explanation of how notifications keep stakeholders informed
-

5 Request Status Tracking

- Tracking request status using:
 - Request Number (REQ)
 - Requested Item (RITM)
 - Viewing approval status and task progress
-

6 Fulfillment Task Execution

- Switching to the IT fulfillment role
 - Opening the catalog task
 - Updating task state
 - Completing the task
 - Automatic closure of the Requested Item
-

Role-Based Perspectives Covered

The demo includes narration from the following roles:

- **Requester** – Submits and tracks the software request
- **Approver** – Reviews and approves the request
- **Fulfiller (IT Support)** – Completes the software installation task

This multi-role perspective ensures a comprehensive understanding of the solution.

Narration & Presentation Style

- Clear step-by-step narration for each action
 - Simple explanations of workflow transitions
 - Emphasis on automation benefits and reduced manual effort
 - Realistic usage scenario aligned with enterprise environments
-

Outcome

The planned demo video effectively communicates the value and functionality of the Software Installation Request solution. By showcasing live execution, approvals, notifications, and fulfillment, the demo validates the solution's readiness for real-world deployment and stakeholder review.