📄 Phase 5: Deployment, Documentation & Final Presentation

Realism & Quality

Description

The Realism & Quality phase evaluates how closely the implemented solution aligns with real-world enterprise IT service management practices. The Software Installation Request solution was designed and tested to reflect realistic organizational workflows, approval structures, and data validation standards commonly followed in enterprise environments.

Enterprise-Grade Workflow Design

Role-Based Approvals

The workflow incorporates role-based approval logic to simulate actual enterprise approval hierarchies:

- Requests are routed to a designated approver (manager or authorized role).
- Approval decisions directly control fulfillment execution.
- Audit trails are maintained for compliance and traceability.

This ensures that software installations are authorized before execution.

Data Validation & Governance

To maintain high data quality:

- Mandatory fields were enforced for all critical software-related inputs.
- Justification fields ensure business context for audit and compliance.

- Backend validations prevent incomplete or unauthorized requests.

These controls align with enterprise IT governance practices.

Realistic Testing Scenarios

The solution was tested using realistic sample data and scenarios, including:

- Standard software installation requests
- High-urgency requests
- Requests requiring approval before fulfillment

Each test followed the full lifecycle:
Submission → Approval → Task Creation → Fulfillment → Closure

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Quality Assurance Measures

- End-to-end testing validated request processing accuracy.
- Workflow execution paths were monitored using Flow Designer logs.
- Task lifecycle and closure behavior were verified.
- Data consistency was confirmed across REQ, RITM, and SCTASK records.

Outcome

The solution demonstrates a high level of realism and quality by closely matching real enterprise IT request handling processes. Its design, validations, and testing approach ensure reliability, accuracy, and readiness for production deployment.