

# PROJECT PLANNING PHASE

Date	02-11-2025
Team ID	NM2025TMFD07309
Project name	Laptop Request Catalog Item Using Service Now

## Purpose of the Planning Phase:

The main purpose of the Planning Phase is to ensure that the **laptop request is properly reviewed, validated, and prepared** for fulfillment in alignment with organizational policies, available inventory, and user needs.

## Project Overview:

- To develop a **self-service catalog item** ("Laptop Request") in ServiceNow.
- To **automate the workflow** from request submission to fulfillment and delivery.
- To ensure **proper approval routing** (e.g., employee's manager, IT Asset Manager, Procurement).
- To **integrate with Asset Management and CMDB** for real-time tracking of laptop allocation.
- To enhance **visibility, accountability, and reporting** on laptop distribution and usage.
- To **reduce processing time** and **improve employee satisfaction**.

## Project Goals:

The goal of the **Laptop Request Project** is to **automate and streamline the end-to-end process of requesting, approving, and fulfilling laptop requests** within the organization by leveraging the **ServiceNow platform**.

This project aims to **replace manual, email-based, or paper-based workflows** with a **centralized, transparent, and efficient digital system** that enhances user experience, enforces organizational policies, and improves IT operational efficiency.

## **Project Deliverables:**

- Employee name / department
- Laptop type or model selection
- Business justification
- Cost center or charge code
- Urgency and delivery location

## **Team Roles and Responsibilities:**

<b>Role</b>	<b>Responsibility</b>
<b>Team Leader</b>	Manage the project and assign tasks
<b>Developer</b>	Create tables, forms, and workflows
<b>Documentation Lead</b>	Write project report and prepare presentation

## **Resources Needed:**

<b>Role</b>	<b>Resource Type</b>	<b>Responsibilities</b>
<b>Project Manager</b>	Internal	Oversee project scope, timeline, and coordination
<b>ServiceNow Administrator / Developer</b>	Internal	Configure catalog item, workflows, notifications, and reports
<b>IT Asset Management (ITAM) Team</b>	Internal	Manage laptop inventory, track issued assets in CMDB
<b>Procurement Officer / Buyer</b>	Internal	Handle purchase requests and vendor coordination
<b>IT Support / Fulfillment Team</b>	Internal	Configure and deliver laptops, close fulfillment tasks

<b>Role</b>	<b>Resource Type</b>	<b>Responsibilities</b>
<b>Department Manager / Approver</b>	Internal	Review and approve employee requests
<b>End Users (Employees)</b>	Internal	Submit and track laptop requests
<b>HR Representative (optional)</b>	Internal	Initiate requests for onboarding employees
<b>ServiceNow Consultant / Vendor (if needed)</b>	External	Provide advanced customization, integrations, or best-practice guidance
<b>Training &amp; Documentation Specialist</b>	Internal/External	Create user guides and training materials

## **Conclusion:**

This project plan gives our team a clear direction for developing the “Laptop Request Catalog Item” With proper time management, teamwork, and use of ServiceNow tools, we aim to complete the project successfully