

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:

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

Resources Needed:

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

Role	Resource Type	Responsibilities
Department Manager / Approver	Internal	Review and approve employee requests
End Users (Employees)	Internal	Submit and track laptop requests
HR Representative <i>(optional)</i>	Internal	Initiate requests for onboarding employees
ServiceNow Consultant / Vendor (if needed)	External	Provide advanced customization, integrations, or best-practice guidance
Training & Documentation Specialist	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 anagement, teamwork, and use of ServiceNow tools, we aim to complete the project successfully