

Project Management Definitions for ServiceNow Laptop Request Catalog Item

Key Definitions

A Sprint: Fixed period or duration in which a team works to complete a set of tasks

An Epic: A big task or project that is too large to complete in one sprint. It is broken down into smaller tasks (stories) that can be completed over multiple sprints.

A Story: A small task. It is part of an Epic.

A Story Point: A number that represents how much effort a story takes to complete. (usually in form of Fibonacci series)

Story Point Complexity Scale

1 point: Very Easy task (e.g., adding a simple variable to form)

2 points: Easy task (e.g., creating basic UI policy)

3 points: Moderate task (e.g., implementing workflow notifications)

5 points: Difficult task (e.g., complex dynamic logic or integrations)

Sprint Details

Sprint 1:

Catalog Item Foundation

- Create basic laptop request form structure: 2
- Add essential variables (model, RAM, etc.): 1

Dynamic Form Logic

- Implement role-based laptop recommendations: 2
- Create UI policy for showing/hiding fields: 2

Sprint 2:

Workflow & Approvals

- Configure manager approval workflow: 3
- Set up email notifications: 2

Sprint 3:

Fulfillment & Integration

- Create IT fulfillment tasks: 2
- Integrate with CMDB for inventory check: 3

Velocity Calculation

Total Story Points:

- Sprint 1 = 7
- Sprint 2 = 5
- Sprint 3 = 5
- Total = 17

Velocity = Total Story Points Completed / Number of Sprints

- Total Story Points = $7 + 5 + 5 = 17$
- Number of Sprints = 3
- Velocity = $17 \div 3 = 5.67$

Your team's velocity is 5.67 Story Points per Sprint.

Note: This velocity means your team completes approximately 5-6 story points in each sprint, which helps in planning future work and setting realistic expectations for delivery timelines.

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