# **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 ÷ 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.# Project Management Definitions for ServiceNow Laptop Request Catalog Item

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