Project Planning Phase

Date	2/11/2025
Team ID	NM2025TMID03478
Project Name	Laptop Request Catalog Item
Maximum Mark	5 marks

1. Project Title
Laptop Request Catalog Item

2. Objective
To automate and streamline the process of laptop requests in the organization using ServiceNow, by creating a dynamic Service Catalog Item that simplifies user input, reduces manual errors, and ensures efficient approval and tracking.

3. Project Scope
- Creation of a Service Catalog Item for laptop requests.
- Implementation of UI Policies and UI Actions for dynamic behavior.
- Configuration of variables for capturing user input efficiently.
- Testing of the catalog item for functionality and usability.
- Exporting and importing Update Sets for deployment across different ServiceNow instances.

4. Project Phases and Timeline

Phase	Task Description	Responsible Person
Phase 1: Requirement Gathering	Identify user needs, form fields, and approval process.	Project Lead

Phase 2: Design & Setup	Create local update set and design form structure in ServiceNow.	Developer
Phase 3: Development	Add variables, create UI policies and UI actions.	Developer
Phase 4: Testing	Test form behavior, validation, and approval flow.	Tester
Phase 5: Export & Deployment	Export update set and import into another instance.	Admin
Phase 6: Documentation	Prepare reports, screenshots, and final documentation.	Project Lead

5. Tools and Technologies Used
- ServiceNow Platform
- Service Catalog Module
- Update Sets
- UI Policy and UI Action Configuration
- Testing Instance for Validation

6. Expected Outcomes
- A fully functional Laptop Request Catalog Item that allows employees to submit requests easily.
- Dynamic form behavior that adapts based on user input.
- Reduced manual errors and faster processing time.
- Trackable updates for governance and controlled deployment.

7. Project Deliverables
- ServiceNow Catalog Item: "Laptop Request"
- UI Policy and UI Action configurations
- Update Set files for migration
- Testing report and screenshots
- Final project documentation