

# **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

## **Sprint3:**

### **Fulfillment&Integration**

- CreateITfulfillmenttasks:2
- IntegratewithCMDBforinventorycheck:3

## **VelocityCalculation**

### **TotalStoryPoints:**

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

### **Velocity=TotalStoryPointsCompleted/NumberofSprints**

- TotalStoryPoints=7+5+5 =17
- NumberofSprints=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.  
#ProjectManagementDefinitions  
forServiceNowLaptopRequestCatalogItem

## **KeyDefinitions**

**ASprint:** Fixed period or duration in which a team works to complete a set of tasks

**AnEpic:** 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.

**AStory:** A small task. It is part of an Epic.

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

## **StoryPointComplexityScale**

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

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

**3points:**Moderatetask(e.g.,implementingworkflownotifications)

**5points:**Difficulttask(e.g.,complexdynamiclogicorintegrations)

## SprintDetails

### Sprint1:

#### CatalogItemFoundation

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

#### DynamicFormLogic

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

### Sprint2:

#### Workflow&Approvals

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

### Sprint3:

#### Fulfillment&Integration

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

## VelocityCalculation

### TotalStoryPoints:

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

### Velocity=TotalStoryPointsCompleted/NumberofSprints

- TotalStoryPoints=7+5+5 =17
- NumberofSprints=3

- Velocity=17÷3=5.67

**Myteam'svelocityis5.67StoryPointsperSprint.**