# Project Planning Phase

## Project Planning

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| Date | 2 November 2025 |
| Team ID | NM2025TMID06196 |
| Project Name | Laptop Request Catalog Item |
| Maximum Marks | 5 Marks |

## 1. Project Overview

The purpose of this project is to design and implement a Service Catalog item within ServiceNow that enables employees to request laptops in an efficient, guided and automated way. The manual laptop-request process currently used is inefficient, prone to delays and errors, and lacks dynamic form behaviour, clarity for users and governance tracking for IT. By introducing a catalog item with dynamic fields, clear instructions and full tracking, we aim to improve the experience for both end users (employees) and IT fulfilment teams.

The project will include: form design and implementation, workflow automation (approval & fulfilment), notifications and tracking, reset functionality, validation, and governance (versioning and deployment tracking). It will be delivered within the existing ServiceNow instance of the organisation, and will integrate with user profiles, approval chains and fulfilment processes.

## 2. Objectives & Success Criteria

### Objectives:

- Create a self-service catalog item titled "Laptop Request" in ServiceNow for employees.

- Implement dynamic fields that change based on user selections (e.g., laptop type, usage department, urgency).

- Provide clear instructions and help-text on the form to guide users and reduce errors.

- Add a "Reset Form" button/functionality so users can start over if needed.

- Automate approval and fulfilment workflows based on department, manager and fulfilment group.

- Provide status tracking to users (e.g., Submitted → Approved → Fulfilled) and automatic notifications at key stages.

- Ensure governance by versioning the catalog item, tracking changes in update sets, and documenting deployments.

- Ensure data accuracy via validations and mandatory fields to reduce manual follow-ups by IT.

- Reduce turnaround time for laptop requests and minimise manual interventions by IT support.

## Success Criteria:

- The new catalog item is live and accessible to employees.

- At least 90% of laptop requests go through the new catalog item (vs legacy manual process) within X months.

- Users report satisfaction with the process (via survey) improved by Y % compared to the old method.

- The average time from submission to fulfilment is reduced by Z %.

- Less than X % of requests require manual follow-up due to missing/invalid data.

- All changes (form fields, workflows, notifications) are documented and versioned.

## 3. Scope

## In-Scope:

- Development of the Laptop Request catalog item in ServiceNow.

- Form design (fields, dynamic behaviour, help text, reset option).

- Workflow configuration (approvals, fulfilment assignment).

- User profile integration (auto-populate name, department, email).

- Notifications and status updates to requestors.

- Governance tracking (versioning, update sets, audit logs).

- Testing (unit, integration, user acceptance).

- Deployment to production and initial support/training for stakeholders.

## Out-of-Scope:

- Hardware sourcing, inventory management beyond fulfilment assignment.

- Full asset lifecycle management post-delivery (unless already in workflow).

- Major redesign of other catalog items or global ServiceNow forms.

- Interface redesign unrelated to the laptop request item.

- On-going long-term analytics beyond the first implementation phase (may be part of future phases).

## Assumptions:

- ServiceNow instance is configured and has the required modules (Service Catalog, Approvals, Notifications).

- Employee data (profile, department, manager) is accurate and integrated.

- Fulfilment groups and approvals workflows are already defined or will be defined in alignment with IT.

- Stakeholders (IT, HR, Procurement) will provide timely input.

- Resources (developers, QA, business analyst) are available as scheduled.

## Constraints:

- Limited time (must be completed by 2 November 2025).

- Limited budget (internal IT resources only).

- The project must align with existing IT policies, security and governance standards.

- Changes to other modules must not adversely impact currently running processes.

## 4. Project Schedule & Milestones

## Major Phases and Milestones:

- Project Kick-off

- Requirements & Design Completion

- Form Development

- Workflow & Notifications Implementation

- Testing (unit + integration)

- User Acceptance Testing (UAT)

- Deployment to Production

- Post-Deployment Support & Closure

## Key Deliverables:

- Requirements/Design document for the catalog item.

- Developed ServiceNow catalog item with dynamic form.

- Workflow and notification configuration.

- Test cases and test results.

- UAT sign-off document.

- Deployment package / update sets.

- User training material (if required) and support plan.

- Project closure report.

## 5. Resource & Budget Plan

### Resources:

- Project Manager/Business Analyst: [Dhivaghar V B]

- ServiceNow Developer: [KAJA Mydeen Halik S]

- QA/Test Engineer: [Afnan Ahmed S K]

- IT Fulfilment Lead: [Mohammed Athif S]

- Stakeholders: HR, Procurement, Desktop Support, etc.

### Budget Estimate:

- Internal labour hours estimated at [X hours] for development, testing and deployment.

- (If applicable) Any licensing, infrastructure or third-party tool costs.

- Contingency reserve: [percentage or amount].

## 6. Quality & Communications Plan

### Quality Assurance:

- All fields and workflows will be validated against user requirements.

- Mandatory field checks and validation rules will be implemented to reduce errors.

- UAT will involve actual business users to confirm ease of use and accuracy.

- Defects will be recorded, tracked and fixed prior to deployment.

### Communications:

- Weekly status meetings with project team.

- Bi-weekly stakeholder update emails outlining progress, risks, decisions.

- Approval gate meetings at major milestones (Design Sign-off, UAT Sign-off).

- Project documentation repository (e.g., shared folder or ServiceNow project module).

- Training/awareness communication to the employee community once the catalog item is live.

## 7. Risk & Change Management

### Risk Management:
Identify potential risks,assess impact/likelihood, define mitigation actions. For example:

- Risk: Employeeprofile data inaccurate → mitigation: data-audit prior to launch.

- Risk: Workflowdelays due to manager approval bottlenecks → mitigation: map approval chainsin advance, insert escalation logic.

- Risk: Productionissues post-deployment → mitigation: schedule rollout outside business hours,have rollback plan and support on standby.

### Change Management:

- All changes to scope, schedule or budget must be documented in a Change Request form and approved by the Change Control Board (or governance body).

- A Change Log will be maintained recording each approved change with date, description, impact.

- Version control of catalog item, update sets and supporting documentation to ensure traceability.

## 8. Governance & Tracking

The project will adhere to governance standards of the organisation's IT & ServiceNow change management policies. All development will be done through update sets, change requests will be raised for production deployment, and audit logs maintained for traceability.

Key tracking metrics:

- Number of laptop requests submitted via new catalog item.

- Average time from submission to approval, and from approval to fulfilment.

- Number of support tickets created due to incorrect data entry.

- User satisfaction survey results.

## 9. Closure & Post-Implementation Review

Once the catalog item is live and initial support period is over, we will conduct a **Post-Implementation Review** to evaluate whether objectives and success criteria were met, capture lessons learned, and document any improvements for future phases.

Closure activities:

- Ensure all deliverables are handed off (documentation, training, support).
- Confirm all change requests deployed.
- Archive project documentation.
- Obtain formal sign-off from sponsor and stakeholders.
- Conduct lessons-learned session and publish summary report.