Project Planning – Design, Resource Planning

1. System Design Overview

The system is designed to follow a structured request lifecycle starting from request creation to final approval and fulfillment. ServiceNow Service Catalog and Flow Designer are used to automate workflows efficiently.

2. Work Breakdown Structure (WBS)

Phase 1: Planning & Analysis

- Requirement gathering
- Documentation

Phase 2: Design

- Workflow design
- UI customization

Phase 3: Development

- Catalog item creation
- Flow configuration
- Script logic implementation

Phase 4: Testing & Security

- Functional testing
- Performance testing
- Security validation

Phase 5: Deployment

- Final deployment

- Documentation & presentation

3. Project Timeline & Schedule

Phase	Duration	Output
Planning	Week 1	Approved plan
Design	Week 2	Design documents
Development	Week 3–4	Working system
Testing	Week 5	Test reports
Deployment	Week 6	Final release

4. Milestones

- Planning phase approval

- Workflow automation completion

- Testing sign-off

- Project submission

5. Resource Planning

Human Resources:

- Project Developer

- Tester

- Administrator

Tools & Technologies:

- ServiceNow Platform

- Flow Designer

- Service Catalog

- Email Notifications

6. Communication Plan

Type	Frequency	Method
Status Update	Weekly	Dashboard
Issue Reporting	As required	Tickets
Review	Milestone-based	Online