

# Phase 4: Project Planning Phase

ServiceNow Project: Prevent User Deletion if Assigned to an Incident

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## 1. Planning Overview

This phase describes the project planning activities for the ServiceNow guided project. It includes task breakdown, timeline, roles and responsibilities, and deliverables required for successful completion and submission.

## 2. Project Milestones

Milestone	Description	Status
M1	Finalize project topic and objective	Completed
M2	Requirement analysis document prepared	Completed
M3	Design document prepared	Completed
M4	ServiceNow development completed (Business Rule + testing)	Completed
M5	Final documentation and screenshots prepared	Completed
M6	GitHub repository creation and submission	In Progress
M7	Demo video recording and upload	Pending

### 3. Work Breakdown Structure (WBS)

Task ID	Task Name	Description
T1	Ideation Phase	Identify problem statement, objectives, and expected outcome
T2	Requirement Analysis	Document functional and non-functional requirements
T3	Design Phase	Prepare architecture, data design, and business rule design
T4	Development Setup	Create users, roles, and incident for testing
T5	Business Rule Development	Implement Before Delete Business Rule on sys_user
T6	Testing & Validation	Test deletion blocked for assigned user and allowed for unassigned user
T7	Evidence Collection	Capture screenshots for each step and final output
T8	Final Documentation	Prepare professional PDF documentation and phase-wise PDFs
T9	GitHub Submission	Create repo and upload PDFs, screenshots, README
T10	Demo Video	Record demo video and upload as required by mentor

## 4. Timeline Plan

The following is a suggested timeline plan for completing the project phases and final submission. This timeline can be adjusted based on available time and mentor deadlines.

Day / Week	Planned Activities	Deliverables
Day 1	Ideation + Requirement Analysis	Phase 1 PDF + Phase 2 PDF
Day 2	Design + Planning documents	Phase 3 PDF + Phase 4 PDF
Day 3	Development in ServiceNow (Business Rule)	Working Business Rule + screenshots
Day 4	Testing + Evidence collection	Final output screenshots
Day 5	Final documentation + GitHub upload	Main documentation PDF + repo link
Day 6	Demo video recording + submission	Demo video link

## 5. Roles and Responsibilities

The following roles and responsibilities were assigned to team members to ensure smooth completion of the project.

Team Member	Responsibilities
Valluri Reethi (Team Leader)	Coordination, review, final submission tracking
Pothula Lalitha Sri Pani	Documentation preparation, screenshots collection
Ramena Mohana Satya Vamsi Kowsik	ServiceNow configuration, testing support
Rudraraju Jogi Subrahmanyam Raju	Business Rule implementation, GitHub upload, demo video

## 6. Deliverables

Deliverable	Description
Phase 1 PDF	Ideation Phase documentation
Phase 2 PDF	Requirement Analysis documentation
Phase 3 PDF	Project Design documentation
Phase 4 PDF	Project Planning documentation
Main Documentation PDF	Complete documentation with screenshots and results
GitHub Repository	Repository containing PDFs, screenshots, and README
Demo Video	Screen recording showing project output and working evidence

## 7. Conclusion

This planning phase ensures that the project is executed systematically with clear milestones, a work breakdown structure, defined responsibilities, and measurable deliverables. Following this plan helps ensure successful completion and submission of the ServiceNow guided project.