

**Project Design Phase-II**  
**Solution Requirements (Functional & Non-functional)**

**Template**

Date	02 NOVEMBER 2025
TEAM ID	NM2025TMID05272
Project Name	Education Organisation Using ServiceNow
Maximum Marks	4 Marks

**Functional Requirements:**

**Following are the functional requirements of the proposed solution**

<b>FR No.</b>	<b>Functional Requirement</b>	<b>Sub-Tasks</b>
FR-1	Student Request Submission	Submit request through portal / select category
FR-2	Login & Access	University login / role-based access
FR-3	Request Assignment	Auto-assign to department / manual reassignment
FR-4	Approval Workflow	Approve / reject request / add comments
FR-5	Notifications	Email & portal alerts to student & staff
FR-6	Status Tracking	Student tracks request / staff updates status
FR-7	Document Upload	Upload required documents / staff uploads response files
FR-8	History & Reports	View request history / admin exports reports

## Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No.	Requirement	Description
NFR-1	Usability	The system interface should be intuitive and simple for students, faculty, and administrators to navigate with minimal training.
NFR-2	Security	All sensitive academic and personal data must be encrypted and accessible only by authenticated users.
NFR-3	Reliability	The platform should ensure accurate request handling with minimal downtime or data loss.
NFR-4	Performance	The application should load pages and process requests within 3 seconds under normal usage.
NFR-5	Availability	The ServiceNow platform should maintain 99.9% uptime to ensure consistent access for campus users.
NFR-6	Scalability	The system must be capable of supporting additional users, departments, and service categories without performance degradation.