

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

Date	26 June 2025
Team ID	LTVIP2025TMID20393
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Introduction:

This document outlines the functional and non-functional requirements, identified gaps, and the technology stack for the project 'Educational Organisation Using ServiceNow'. The solution is designed to streamline educational processes such as registration, admission workflows, academic tracking, and administrative reporting using ServiceNow's no-code platform.

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Student Registration	Registration via form with name, contact, class; auto-ID generation
FR-2	Admission Workflow	Admin fills admission form; status updates; automated approval flow
FR-3	Academic Progress Tracking	Teacher enters subject-wise marks; system calculates total and percentage
FR-4	Dashboard & Reporting	Admin views student distribution, performance heatmaps, and filtered dashboards
FR-5	Role-Based Access Control	Access permissions based on user roles (Admin, Teacher, Student, Parent)

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple and intuitive UI for all user roles (students, teachers, admins)
NFR-2	Security	Role-based access, data encryption, secure login
NFR-3	Reliability	System should function consistently without failure
NFR-4	Performance	Fast response time for form submissions and dashboard loading
NFR-5	Availability	24/7 access with minimal downtime
NFR-6	Scalability	Should support increasing number of users and institutions over time