REQUIREMENT ANALYSIS

TEAM ID	NM2025TMID00717
PROJECT NAME	Laptop Request Catalog Item

Function Requirement

FR NO	Function Requirement (Epic)	Sub Requirements (Story/Sub-Task)
FR-1	Update Set	The Laptop Request Catalog Item and its related configurations were captured within a dedicated Update Set in ServiceNow.
FR-2	Service Catalog Item	Laptop Request catalog item, supporting an efficient and user-centric laptop provisioning process.
FR-3	Add variables	Variables setup for the Laptop Request catalog item in ServiceNow, enabling user input and dynamic forms for a smooth laptop provisioning process.
FR-4	UI Polices	UI Policies that dynamically manage field behavior in the Laptop Request catalog item, showing or hiding fields based on the chosen laptop type.
FR-5	UI Action	UI Actions designed to improve user experience and simplify request handling within the Laptop Request catalog item.
FR-6	Export Update Set	The update sets capture all configuration elements required for deploying the item and its related components.
FR-7	Login to another Instance	• Retrieved update sets must follow a consistent naming convention. • Retrieval ensures all configurations from the source instance are available for review and deployment in the target environment.
FR-8	Testing	•testing the Laptop Request Catalog Item to ensure all components function as expected across different user roles and interfaces. The goal is to validate the form behavior, workflows, approvals, and fulfillment processes.

Non-Functional Requirements

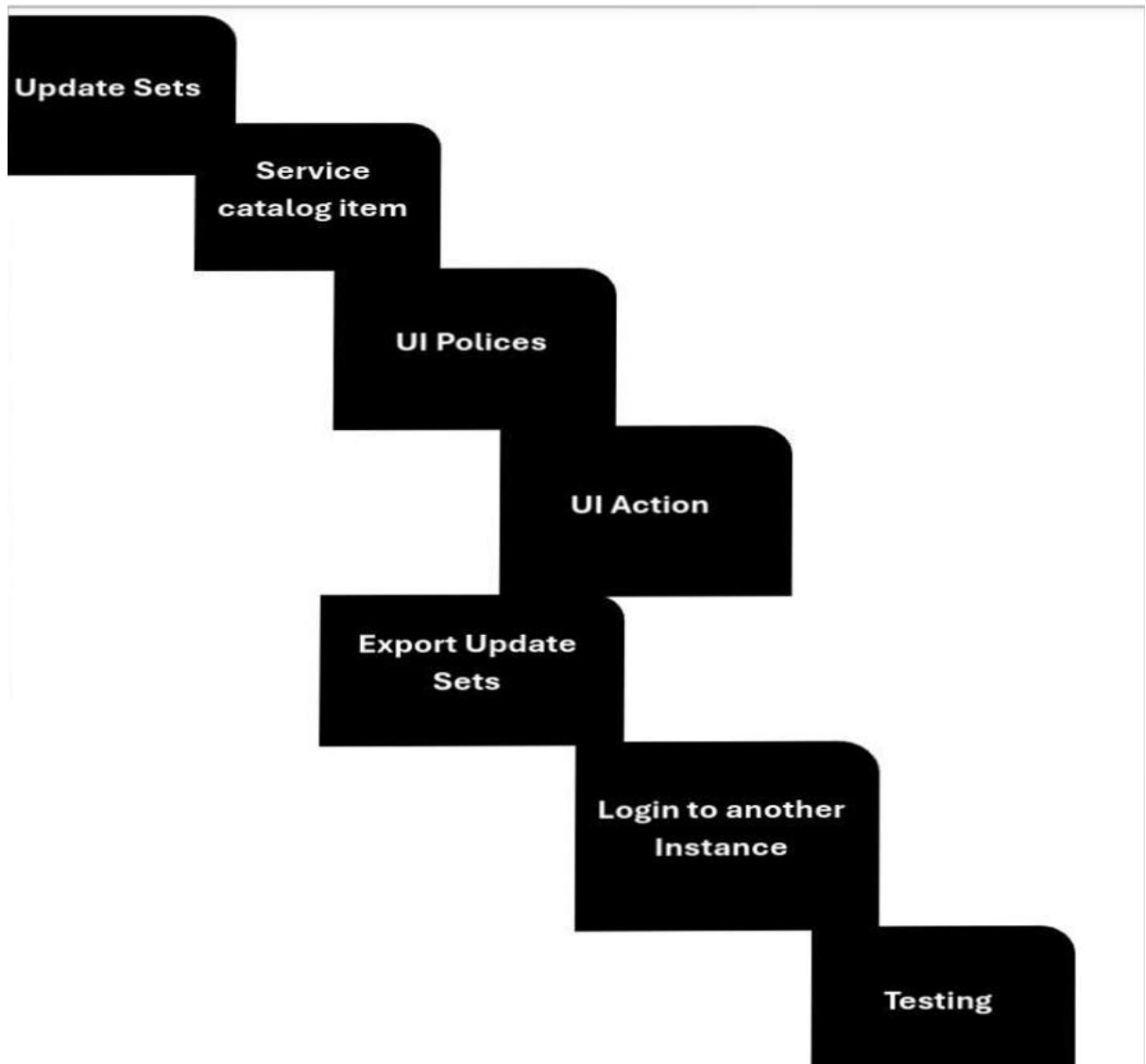| NFR No.	Non-Functional Requirements	Description
NFR-1	Usability	Usability focuses on providing a simple and responsive interface for the Laptop Request Catalog Item. Dynamic UI policies and clear instructions ensure smooth navigation and accurate form submission.
NFR-2	Security	The Laptop Request Catalog Item ensures data security by restricting access to authorized users and protecting sensitive information through ServiceNow's built-in role-based permissions.
NFR-3	Reliability	The Laptop Request Catalog Item is designed to be reliable, ensuring that requests, approvals, and notifications work consistently without failures or data loss.
NFR-4	Performance	High performance increases user satisfaction by providing a smooth and responsive interface, reducing form abandonment, and supporting faster fulfillment of laptop requests.
NFR-5	Availability	Availability is crucial to maintain continuous access to the Laptop Request Catalog Item, enabling smooth laptop provisioning during key times such as employee onboarding or remote work support.
NFR-6	Scalability	Scalability ensures that the system continues to perform effectively and reliably, even as the number of users and laptop requests increases with organizational growth.

DATA FLOW DIAGRAM:

A Data Flow Diagram (DFD) is used to visually represent how data moves within the Laptop Request Catalog Item system. It highlights processes, data stores, external entities, and data flows. Employees to request laptops through an automated service catalog workflow. The data flow refers to how information moves between users, systems, and processes from the moment a request is initiated to its fulfillment and closure. Each step involves the interaction of various entities and system components that transmit, process, and store data to ensure efficient request handling.

Uses:

- The data flow helps automate the submission and tracking of laptop requests.
- Data flow integrates with the Asset Management System to check laptop availability.
- Automated data routing to managers or approvers for validation.

- Enables automatic creation of fulfillment tasks for IT support staff.
- Supports automated notifications to stakeholders at each stage.

TECHNOLOGY STACK:

SERVICENOW:

- ServiceNow is a U.S.-based software company headquartered in Santa Clara, California.
- It was founded in 2003 by Fred Lundy.
- The company was originally known as Glidesoft.
- In 2006, it was renamed to ServiceNow.
- It operates as a SaaS (Software as a Service) platform.

- ServiceNow is a cloud-based platform offering IT Service Management (ITSM) and Business Process Automation (BPA) solutions, empowering employees to work flexibly rather than being limited by software constraints.

Architecture of service now

ServiceNow features a multi-layered, cloud-based architecture that provides scalable, secure, and flexible enterprise solutions for IT operations, business workflows, and digital transformation. It is built on the Now Platform, which acts as the core foundation for all ServiceNow applications and modules.

➢ It follows a multi-instance architecture.

➢ Ensures high availability through robust data centers.