REQUIREMENT ANALYSIS

Date	01-11-2025
Team ID	NM2025TMID00020
Project Name	Educational Organization Using ServiceNow

INTRODUCTION:

The project requirement analysis for implementing ServiceNow in an educational organization aims to identify specific needs and requirements, streamlining processes such as student admissions, academic records, and administrative tasks while enhancing user experience and data management.

OBJECTIVES OF THIS PHASE:

The objectives of the requirement analysis phase for the ServiceNow project in an educational organization are to:

- **Identify Business Requirements:** Determine the specific needs and expectations of stakeholders, including students, faculty, and staff.
- **Understand Current Processes:** Document current workflows and processes, including pain points and areas for improvement.
- **Define Functional and Technical Requirements:** Outline the necessary functionality and technical specifications for the ServiceNow implementation.
- **Establish Project Scope:** Clearly define the project's objectives, scope, and deliverables.
- **Determine Stakeholder Needs:** Identify the needs and expectations of various stakeholders, including students, faculty, and staff.

TYPES OF REQUIREMENTS:

A. **Functional Requirements (What the system will do):**
   1. **Admission Entry:**
      - The system must allow users to add daily Admission using a Student form.
      - Each record should include Admission number, Student Name, Fees, Father Name, Mother Name, Father Cell, Mother Cell.
   2. **Admission Storage:**

• The system should store all records in the Admission Table.

3. Students' progress entry:

• The system must allow users to add daily student Progress using a student marks and performance chart.

4. Students' progress Storage:

• The system should store all records in the Student Progress Table.

5. Salesforce Entry:

• Shows the students details that same as the admission tables.

6. Salesforce Storage:

• The system should store all records in the Salesforce Table.

B. Non-Functional Requirements (How the system should work):

These describe the quality and performance of the system.

Examples for your project:

1. Usability:

The system should be simple and easy to use for all family members.

2. Performance:

The system should quickly save and retrieve expense data.

3. Reliability:

Data should be stored safely and remain available at all times.

4. Security:

Only authorized users (family members) should have access.

5. Scalability:

The system should handle data for multiple months or years.

6. Maintainability:

It should be easy to update or add new features in the future.

SYSTEM REQUIREMENTS (HARDWARE & SOFTWARE NEEDS):

TYPE	REQUIREMENT
Hardware	A laptop or desktop computer with stable internet connection
Software	Web browser (Chrome/Edge)

Platform	ServiceNow Developer Instance
Tools	Flow Designer, Dashboard/Reports
Users	IT Manger, Registrar, Faculty/Department Head

OUTCOME OF REQUIREMENT ANALYSIS PHASE:

After collecting and analysing all requirements, the team now has a clear understanding of what features the "Educational Organization" system must include.

These requirements will serve as the foundation for the next stage the Design Phase where the structure and interface of the system will be created.