

## Solution Requirements

Date	28/10/2025
Team id	NM2025TMID01396
Project name	Laptop Request Catalog Item
Maximum mark	5 Marks

### Solution Requirements (Functional & Non-functional)

#### Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Item Access	User can find and open the "Laptop Request" item in the service catalog.
FR-2	Laptop Selection	User can view available laptop models (e.g., Standard, Pro, Lightweight).  User must select one model.  User can see the specifications and cost for each model.
FR-3	Request Details	User must provide a business justification for the request.  User can specify required software to be pre-installed.
FR-4	Submission & Workflow	User can submit the completed request form.  System automatically routes the request to the user's manager for approval.
FR-5	Approval Process	Manager can approve or reject the request.  Manager can add comments to the approval/rejection.
FR-6	Fulfillment & Notification	Upon approval, a task is created for the IT hardware team for fulfillment.  User receives email notifications on submission, approval, and completion.

**Non-functional Requirements:**

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

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
<b>NFR-1</b>	<b>Usability</b>	The request form should be clear and easy for any employee to fill out in under 5 minutes.
<b>NFR-2</b>	<b>Security</b>	Only authenticated users can submit requests. Approvals can only be made by designated managers.
<b>NFR-3</b>	<b>Reliability</b>	The approval workflow must trigger correctly every time. No submitted requests should be lost.
<b>NFR-4</b>	<b>Performance</b>	The catalog item and its options (laptop models, specs) must load within 3 seconds.
<b>NFR-5</b>	<b>Availability</b>	The service catalog should be available 24/7 for users to submit requests.
<b>NFR-6</b>	<b>Scalability</b>	The system must handle a high volume of requests (e.g., during a company-wide hardware refresh) without performance loss.