

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

Date	29 <sup>th</sup> June 2025
Team ID	LTVIP2025TMID31063
Project Name	Importing and securing Data in servicenow
Maximum Marks	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Data Import Initiation	Upload data via Import Set Form in ServiceNow Import data directly from Google Drive (Gmail-linked account) Import data from LinkedIn connections CSV export
FR-2	Import Confirmation	Confirmation via ServiceNow Notification / Email to Data Operator. Confirmation via ServiceNow On-screen Success/Failure message
FR-3	Import Deletion Request	The system must always check for existing assignments (active incidents, tasks, CIs) before allowing data deletion.
FR-4	Assignment Check	<i>System checks if imported data is linked to any active records (e.g., Incidents, Tasks, CIs)</i>
FR-5	Deletion Block	If dependencies found, system blocks dataset deletion and shows warningg
FR-6	Safe Deletion	no dependencies found, system allows safe deletion of imported data

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Usability the import interface in ServiceNow should be intuitive for data operators and admins.
NFR-2	<b>Security</b>	Only authorized users (admins or import operators with specific roles) can import, validate, or delete data.
NFR-3	<b>Reliability</b>	The system must always check assignments correctly before deletion.

NFR-4	<b>Performance</b>	Dependency checks should complete quickly (e.g., within 2 seconds) for responsiveness.
NFR-5	<b>Availability</b>	The import system and related security modules must be available whenever the admin needs to import or manage data.
NFR-6	<b>Scalability</b>	The import system should handle growing data volumes (more files, larger datasets, more incidents) without impacting performance.