REQUIREMENT ANALYSIS

Solution Requirements (Functional & Non-functional)

Date: 27 January 2026
TeamID: LTVIP2026TMIDS24889
Project Name: Educational Organization Using ServiceNow

Project Overview:
The project "Educational Organization Using ServiceNow" focuses on enhancing academic and administrative efficiency through automation. It provides a centralized platform for managing student records, faculty data, support requests, and workflow processes. The solution ensures better collaboration, transparency, and productivitywithineducationalinstitutions.ByleveragingServiceNowcapabilities,thissystemsimplifiesroutine operations like service requests, ticket management, and data tracking.

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create,update, and manage users (students/faculty).
FR-2	Request Management	Raise and track service requests through forms.
FR-3	Workflow Automation	Automate approval and assignment processes.
FR-4	Communication System	Enable notifications and updates via email or portal.
FR-5	Data Reporting	Generate performance and activity reports.
FR-6	Feedback System	Collect and manage feedback from students and staff.

Non-Functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be user-friendly and accessible to all users.
NFR-2	Security	Only authorized users can access or modify data.
NFR-3	Reliability	System must ensure accurate data and process consistency.
NFR-4	Performance	System should handle requests efficiently without delays.
NFR-5	Availability	Ensure platform availability 24/7 for all users.
NFR-6	Scalability	System must scale with institutional growth and workload.

Conclusion:
This ServiceNow-based educational management system provides an effective digital framework for academic institutions.Itsimplifiesmanualprocesses,improvesservicedelivery,andenablesdata-drivendecisions.Withits robust security, scalability, and user-friendly interface, it helps institutions adapt to modern educational needs efficiently.