Requirement Analysis Phase Report

Project Title: Laptop Request Catalog Item

Category: ServiceNow System Administrator

Skills Required: ServiceNow, JavaScript, Flow Designer, REST API, Data Management

1. Introduction

The requirement analysis phase identifies and documents all necessary functional and non-functional requirements

for developing the Laptop Request Catalog Item in ServiceNow.

2. Objectives

- Automate laptop request and approval workflows.

- Ensure accurate tracking of requested and assigned assets.

- Provide a simple user interface for employees and approvers.

3. Functional Requirements

FR1: Allow users to submit laptop requests via the Service Catalog.

FR2: Capture key details like employee name, department, laptop type, and justification.

FR3: Trigger an approval workflow upon submission.

FR4: Notify IT and the requester automatically at each step.

FR5: Update inventory upon laptop assignment.

4. Non-Functional Requirements

NFR1: Ensure workflow completion within 24 hours of approval.

NFR2: Maintain system performance for concurrent requests.

NFR3: Secure all user and asset data with role-based access.

5. Tools and Environment

ServiceNow Developer Instance, Flow Designer, Catalog Builder, JavaScript, REST API, and MySQL (for asset data).

6. Expected Deliverables

- Functional SRS document

- Workflow diagrams

- Catalog item configuration scripts