

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

Date	02 NOVEMBER 2025
Team ID	NM2025TMID03019
Project Name	Prevent User Deletion if Assigned to an Incident
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	Laptop Request Submission	Employee can submit a laptop request through the catalog form.
FR-2	Request Form Details	Form should capture required fields: laptop model, justification, department, and urgency.
FR-3	Manager Approval Workflow	Request automatically routes to the employee's manager for approval.
FR-4	IT Fulfillment Process	Once approved, IT admin receives a task to assign and deliver the laptop..
FR-5	Asset Update in CMDB	Once fulfilled, the assigned laptop details are automatically updated in the Asset Database (CMDB).
FR-6	Request Tracking	Employee can view real-time request status (Pending, Approved, In Progress, Fulfilled)

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog interface should be intuitive and easy for employees, managers, and IT staff to use..
NFR-2	Security	Only authenticated users can submit, approve, or fulfill laptop requests. Sensitive data must be protected.
NFR-3	Reliability	The workflow must execute consistently without missing any approval or fulfillment steps.
NFR-4	Performance	Requests, approvals, and notifications should process with minimal latency..
NFR-5	Availability	The catalog service should be accessible 24/7 for all departments and users.
NFR-6	Scalability	The system should handle increased request volumes and new departments as the organization grows.