

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

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|---------------|--------------------------------------------------|
| 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. |