

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMID02905	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

Functional Requirements

The following are the **functional requirements** of the proposed solution for the educational organization using **ServiceNow**.

FR-1: Course Creation

Administrators can create a new course using a dedicated form. Course details can be added manually or imported from existing academic systems.

FR-2: Course Enrollment

Students and trainers can be enrolled in a course. Enrollment confirmation is sent through a **system notification or email**.

FR-3: Course Deletion

Administrators can initiate a **course deletion request** from the system interface.

FR-4: Assignment Check

Before deletion, the system automatically checks if the course is **assigned to any active students or trainers**.

FR-5: Deletion Block

If the course has active associations, the system **blocks the deletion** and displays a **warning message** to the administrator.

FR-6: Safe Deletion













If no active assignments exist, the system **allows the course to be**

safely deleted, ensuring data integrity is maintained.

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	27 JUNE 2025	Maximu Marks
Team ID	LTVIP2025TMID31059	
Project Name	Prevent User Deletion if Assigned to an Incident	4 Marks

Functional Requirements	Non-Functional Requirements
<p>1. FR-1 Course Creation:  Admin can create a new course. Details can be added manually or imported.</p> <p>2. FR-2 Course Enrollment  Students and trainers can be enrolled. Confirmation via system notification/email.</p> <p>3. FR-4 Assignment Check  Delete a course  System checks if course is assigned to active student/trainer</p> <p>4. FR-5 Deletion Block  If assigned, system blocks deletion & shows a warning</p> <p>5. FR-6 Safe Deletion  If no active assignments, system allows safe deletion</p>	<p>1. NR-1 Usability  Simple & intuitive interface for efficient course management</p> <p>2. NR-2 Security  Only authorized admin users can delete management</p> <p>3. NR-3 Reliability  Only authorized always verify course assignments</p> <p>4. NR-4 Performance  System must always verify quickly without accurately</p> <p>6. NR-6 Availability  ServiceNOW-based system available at times without noticeable delays</p> <p>6. NR-6 Scalability  Handles increasing number of courses, students, trainers without affecting performance</p>

Non-Functional Requirements:

The following are the **non-functional requirements** of the proposed solution, ensuring optimal **performance, reliability, and scalability** in an educational context.

NFR-1: Usability

The interface should be **simple and intuitive**, allowing administrators to manage courses efficiently and without training complexity.

NFR-2: Security

Only **authorized administrators** should have permission to delete courses, ensuring data protection and role-based access control.

NFR-3: Reliability

The system must **accurately verify all course assignments** before performing any deletion action, maintaining the trustworthiness of academic data.

NFR-4: Performance

The validation check for assigned students or trainers should **execute quickly**, without causing noticeable delays during course management operations.

NFR-5: Availability

The ServiceNow-based solution should be **available at all times**, ensuring continuous administrative access to course records and configurations.

NFR-6: Scalability

The system should **efficiently handle growth** in the number of courses, students, and trainers without impacting overall performance or stability.