

## **Project Design Phase-II**

### **Solution Requirements (Functional & Non-functional)**

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

#### **Functional Requirements**

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

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#### **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.

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#### **FR-2: Course Enrollment**

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

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#### **FR-3: Course Deletion**

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

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#### **FR-4: Assignment Check**

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

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#### **FR-5: Deletion Block**

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

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#### **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	Maximun Marks
Team ID	LTVIP2025TMID31059	
Project Name	Prevent User Deletion if Assigned to an Incident	4 Marks

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

## Non-Functional Requirements:

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

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### NFR-1: Usability

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

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### NFR-2: Security

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

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### NFR-3: Reliability

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

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### NFR-4: Performance

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

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## **NFR-5: Availability**

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

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## **NFR-6: Scalability**

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