REQUIREMENT ANALYSIS
SOLUTION REQUIREMENTS

Date	2 November 2025
Team ID	NM2025TMID03847
Project Name	Educational Organisation using Service Now
Maximum Marks	4 Marks

Solution Requirements

1.Functional Requirements

ID	Functional Requirement Description
FR-01	The system shall allow admins to create, read, update, and delete admission records.
FR-02	The system shall generate a unique admission number automatically for each new student.
FR-03	The system shall auto-populate fields (e.g., name, grade, address) from Salesforce when an admission ID is selected.
FR-04	The system shall automatically fetch city, district, and mandal details based on entered pincode.
FR-05	The system shall calculate total marks, percentage, and determine result (Pass/Fail) based on student scores.
FR-06	The system shall disable computed fields to prevent manual edits.
FR-07	The system shall allow teachers to record and update student academic data.

FR-08	The system shall enable parents and students to view results via the portal interface.
ID	**Functional Requirement Description**
FR-09	The system shall link Admission, Salesforce, and Progress tables for data consistency.
FR-10	The system shall generate reports for administrators regarding admissions and academic performance.

2.Non-Functional Requirements

I.0D	Non-Functional Requirement Description
NFR-01	**Performance:** The system should load forms and execute scripts within 3 seconds.
NFR-02	**Reliability:** The system should ensure 99% uptime and consistent workflow operation.
NFR-03	**Scalability:** The platform should handle increasing data volumes and users without degradation.
NFR-04	**Security:** All data should be securely stored in ServiceNow's cloud environment with restricted access.
NFR-05	**Usability:** The interface should be intuitive and accessible for nontechnical users.
NFR-06	**Maintainability:** Scripts and workflows should be modular and easily updatable.
NFR-07	**Integration:** The system should seamlessly integrate Salesforce and other data tables.

NFR-08	**Data Accuracy:** Auto-validation should ensure clean, error-free data entry.
NFR-09	**Availability:** The system should be accessible 24/7 via the ServiceNow instance.
NFR-10	**Compliance:** The system should adhere to institutional data protection policies.

Security	Role-based Access Control (RBAC)	Controls user permissions and protects data integrity

Summary – Requirement Analysis Phase

The Requirement Analysis Phase provided a clear understanding of system expectations and design directions.
Through detailed user stories, functional breakdown, and architecture mapping, the analysis ensures the Educational Management System aligns with institutional needs.

This phase concluded that:

  The system meets user expectations across administrative, academic, and student levels.

  Functional and non-functional requirements are feasible within the ServiceNow environment.

  The proposed architecture is scalable, secure, and performance-optimized.

The finalized requirements serve as the blueprint for the subsequent Design and Implementation Phases.