

REQUIREMENT ANALYSIS

TECHNOLOGY STACK TEMPLATES

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

Technology Stack Templates

Component	Technology / Tool Used	Purpose
Platform	ServiceNow	Cloud-based platform for workflow automation and data management
Database	ServiceNow Tables (MySQL backend)	Data storage and relational linking
Frontend Scripting	JavaScript (Client Scripts, UI Policies)	Validation, dynamic field control, and automation
Backend Scripting	GlideRecord, Business Rules	Database operations and logic implementation
Integration	REST APIs / ServiceNow Connectors	Integration with Salesforce data
Workflow Automation	Flow Designer / Process Flow	Automating state transitions and notifications
Testing Environment	ServiceNow Developer Instance	For building and testing modules safely

Reporting	ServiceNow Report Builder	Generating student and admission reports
Security	Role-based Access Control (RBAC)	Controls user permissions and protects data integrity

Summary

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.