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

Date	22 January 2026
Team ID	LTVIP2026TMIDS87961
Project Name	Educational Organisation Using ServiceNow
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	User Registration & Verification	Student/Teacher registration via form, email verification, OTP confirmation
FR-2	Admission Management	Online application submission, document upload, approval workflow
FR-3	Student & Teacher Data Management	Maintain profiles, update records, class/subject allocation
FR-4	Academic Progress Tracking	Attendance tracking, grade entry, progress report generation
FR-5	Communication & Notifications	Announcements, email/SMS alerts, query handling
FR-6	Reports & Analytics	Dashboard insights, academic and administrative report generation

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should provide a simple, intuitive interface for students, teachers, and administrators with minimal training required.
NFR-2	Security	The platform must ensure secure authentication, role-based access control, and protection of student and institutional data.
NFR-3	Reliability	The system should operate consistently with minimal failures and ensure accurate data processing and storage.
NFR-4	Performance	The application should load pages and process requests within acceptable response times even during peak usage.
NFR-5	Availability	The system should be accessible 24/7 with minimal downtime to support academic and administrative activities.
NFR-6	Scalability	The platform should handle increasing numbers of users, data, and transactions as the institution grows.