

Project Design Phase II

Solution Requirements (Functional & Non – functional)

Date	
Team ID	NM2025TMID04230
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Mark

1. Student and Faculty Experience (Customer Service Management - CSM / Custom Apps)

These requirements focus on modernizing the delivery of non-academic support services.

A. Unified Service Portal

- **Requirement 1.1: Single Pane of Glass:** A single, mobile-friendly **Self-Service Portal** must be deployed for students, faculty, and staff to access all available services (IT, HR, Facilities, Academic Support).
- **Requirement 1.2: Knowledge Management:** The portal must provide a centralized, easy-to-search **Knowledge Base** containing guides, FAQs, and self-help articles to resolve common issues without creating a ticket.
- **Requirement 1.3: Request Categorization:** The **Service Catalog** must offer a structured, intuitive way to request services, clearly categorized for different user groups (e.g., "Student Records Request," "Faculty PC Refresh," "Room Booking").

B. Student Lifecycle Workflows

- **Requirement 1.4: Admissions and Enrollment Tracking:** Implement workflows to automate the tracking of applicant status, required documents, and communications from initial inquiry through final enrollment.
- **Requirement 1.5: Academic Services Request:** Design workflows for common academic requests, such as transcript requests, course transfer approvals, and degree verification, complete with automated routing and approval steps.
- **Requirement 1.6: Student Data Integration:** The platform must have bi-directional, secure integration with the Student Information System (SIS/ERP) (e.g., Banner, PeopleSoft) to retrieve and update student-specific data (e.g., current enrollment, status, course history).

2. IT Service and Operations Management (ITSM, ITAM, ITOM)

These are core requirements for a modern IT department in an education setting.

A. Service and Incident Management

- **Requirement 2.1: Multi-Channel Incident Creation:** Users must be able to create Incidents via the portal, email, phone (by a service agent), and a Virtual Agent (chatbot).
- **Requirement 2.2: Digital Workflow Automation:** Automate the routing and escalation of incidents and service requests based on the affected **Configuration Item (CI)**, department, or urgency.
- **Requirement 2.3: Major Incident Management:** Implement a process for swiftly handling high-impact outages (e.g., campus Wi-Fi failure, LMS down) with clear communication workflows to all stakeholders.

B. Asset Management

- **Requirement 2.4: IT and Non-IT Asset Tracking:** Implement **IT Asset Management (ITAM)** to track the full lifecycle (procurement, deployment, maintenance, disposal) for all campus assets (laptops, servers, lab equipment).
- **Requirement 2.5: Software License Compliance:** Automatically track software usage against purchased licenses to ensure compliance and identify opportunities for cost optimization.
- **Requirement 2.6: Facilities Equipment Management:** Track non-IT physical assets such as HVAC units, projectors, and vehicles for scheduled maintenance and replacement planning.

3. Administrative and Campus Workflows (HRSD, Workplace Service Delivery)

These requirements focus on supporting internal staff and the physical campus.

- **Requirement 3.1: HR Onboarding/Offboarding:** Automate the **HR Service Delivery (HRSD)** process for new faculty/staff/student workers, including provisioning IT assets, setting up accounts, and completing required compliance training.
 - **Requirement 3.2: Facilities Request Management:** Implement a system for facility-related work orders, such as room set-up for events, cleaning requests, and routine maintenance, with automated assignment to the appropriate teams.
 - **Requirement 3.3: Space Management:** Provide a digital system for faculty and staff to book classrooms, meeting rooms, or campus vehicles, including a mandatory approval workflow.
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4. Governance, Risk, and Security (GRC, SecOps)

Data security and regulatory compliance are paramount for educational organizations (e.g., FERPA in the US).

- **Requirement 4.1: Data Privacy Compliance:** The system must be configurable to enforce **Data Privacy** policies (e.g., restricting access to student PII) and generate audit trails for compliance reporting.
- **Requirement 4.2: Vulnerability Response:** Integrate with vulnerability scanning tools to automatically ingest security alerts, prioritize them based on business impact, and route remediation tasks to the appropriate IT teams.
- **Requirement 4.3: Audit and Reporting:** Provide comprehensive reporting and dashboards for auditors and leadership to demonstrate compliance with internal and external regulations.