Educational organisation Using ServiceNow

Solution Requirements (Functional & Non-functional)

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Team ID: NM2025TMID03095
Project Name: Educational Organization Using ServiceNow

Project Overview:

- The project "Educational Organization Using ServiceNow" focuses on enhancing academic and administrative efficiency through automation. It provides a centralized platform for managing student records, faculty data, support requests, and workflow processes. The solution ensures better collaboration, transparency, and productivity within educational institutions. By leveraging ServiceNow capabilities, this system simplifies routine operations like service requests, ticket management, and data tracking.

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create, update, and manage users (students/faculty).
FR-2	Request Management	Raise and track service requests through forms.
FR-3	Workflow Automation	Automate approval and assignment processes.
FR-4	Communication System	Enable notifications and updates via email or portal.
FR-5	Data Reporting	Generate performance and activity reports.
FR-6	Feedback System	Collect and manage feedback from students and staff.

Non-Functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be user-friendly and accessible to all users.
NFR-2	Security	Only authorized users can access or modify data.
NFR-3	Reliability	System must ensure accurate data and process consistency.
NFR-4	Performance	System should handle requests efficiently without delays.
NFR-5	Availability	Ensure platform availability 24/7 for all users.
NFR-6	Scalability	System must scale with institutional growth and workload.

Conclusion:

- This ServiceNow-based educational management system provides an effective digital framework for academic institutions. It simplifies manual processes, improves service delivery, and enables data-driven decisions. With its robust security, scalability, and user-friendly interface, it helps institutions adapt to modern educational needs efficiently.