Requirement Analysis

Team ID	LTVIP2025TMID30907
Project Name	Educational Organization Using ServiceNow

(a) Solution Requirement
• Functional Requirements

FR No	Functional Requirement	Sub Requirement
FR -1	Setting Up ServiceNow Instance	Setting up a ServiceNow instance involves creating a personal developer account on the ServiceNow Developer site and requesting a free cloud-based instance.
FR -2	Creating A Update Set	Update Sets are used in ServiceNow to capture and transfer configuration changes from one instance to another. This helps to track student admission management, attendance, and other educational processes efficiently within the ServiceNow platform.
FR -3	Creating A Table	Tables are used to store student records in a simple and organized manner.
FR -4	Form Layout	Form layout enables the proper separation of student records into sections and highlights mandatory fields, ensuring organized data entry and completeness.
FR -5	Form Design	Educational organization project form design is essential for managing and displaying student, teacher, and service-related data.
FR -6	Number Maintenance	Educational organization project, this feature is used to assign and maintain unique identifiers for different records.
FR -7	Process Flow	Process Flow refers to the step-by-step sequence of tasks or actions that define how a particular function or service is carried out within the ServiceNow platform. Educational organization project, process flows help automate and manage various operations like student admissions, staff onboarding, and service requests.
FR -8	Client Scripts	client scripts are used to ensure correct data entry and improve the usability of forms for students, teachers, and admins.

- # **Non-Functional Requirements**

| NFR No	Non-Functional Requirements	Description
NFR -1	Usability	ServiceNow enhances usability in educational institutions by providing a user-friendly and efficient digital platform for managing various administrative and academic tasks.
NFR-2	Security	ServiceNow provides a secure platform for managing sensitive data in educational institutions.
NFR-3	Reliability	ServiceNow ensures high reliability for educational institutions by offering a stable, consistent, and trustworthy digital platform for managing academic and administrative operations.
NFR-4	Performance	ServiceNow enhances the performance of educational organizations by optimizing administrative processes, improving response times, and ensuring efficient management of academic operations.
NFR-5	Availability	Availability refers to how consistently and reliably the ServiceNow platform is accessible to users—students, faculty, and administrative staff—when needed.
NFR-6	Scalability	Scalability refers to the ability of the ServiceNow platform to grow and adapt as the needs of an educational institution increase—whether in terms of users, data volume, or services.

(b) Data Flow Diagram
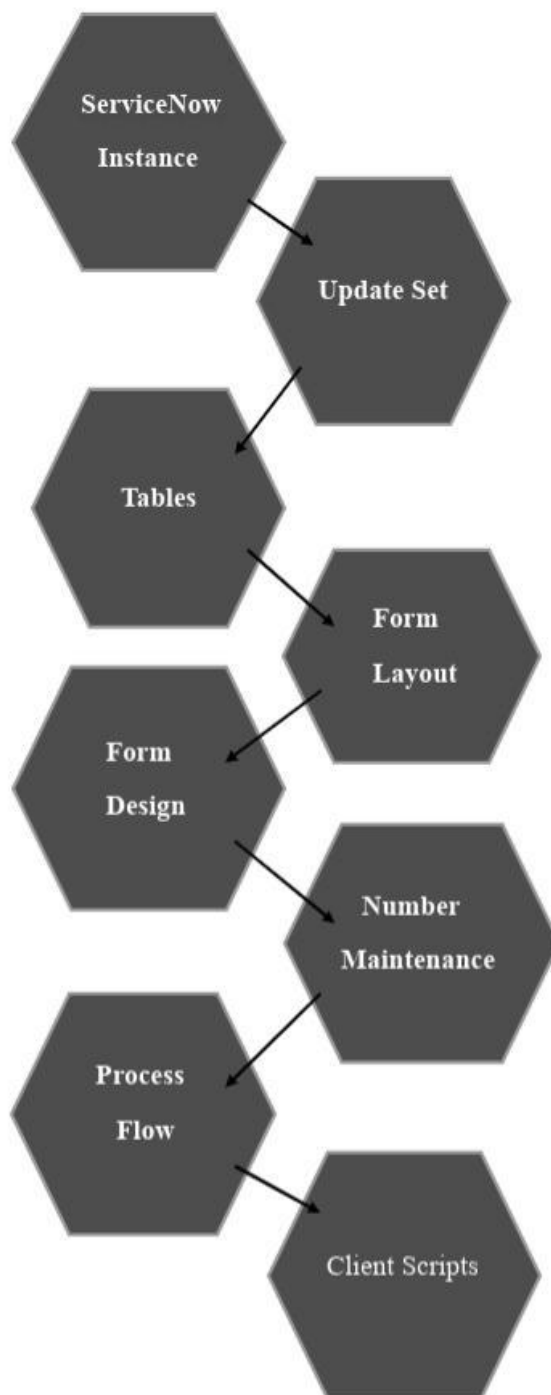
(c) Technology Stack

A technology stack is a combination of software tools, programming languages, frameworks, and technologies used to build and run an application or project. The technology stack of ServiceNow is a blend of proprietary and standard technologies that support its cloud-based, enterprise service management platform.

Architecture of ServiceNow :
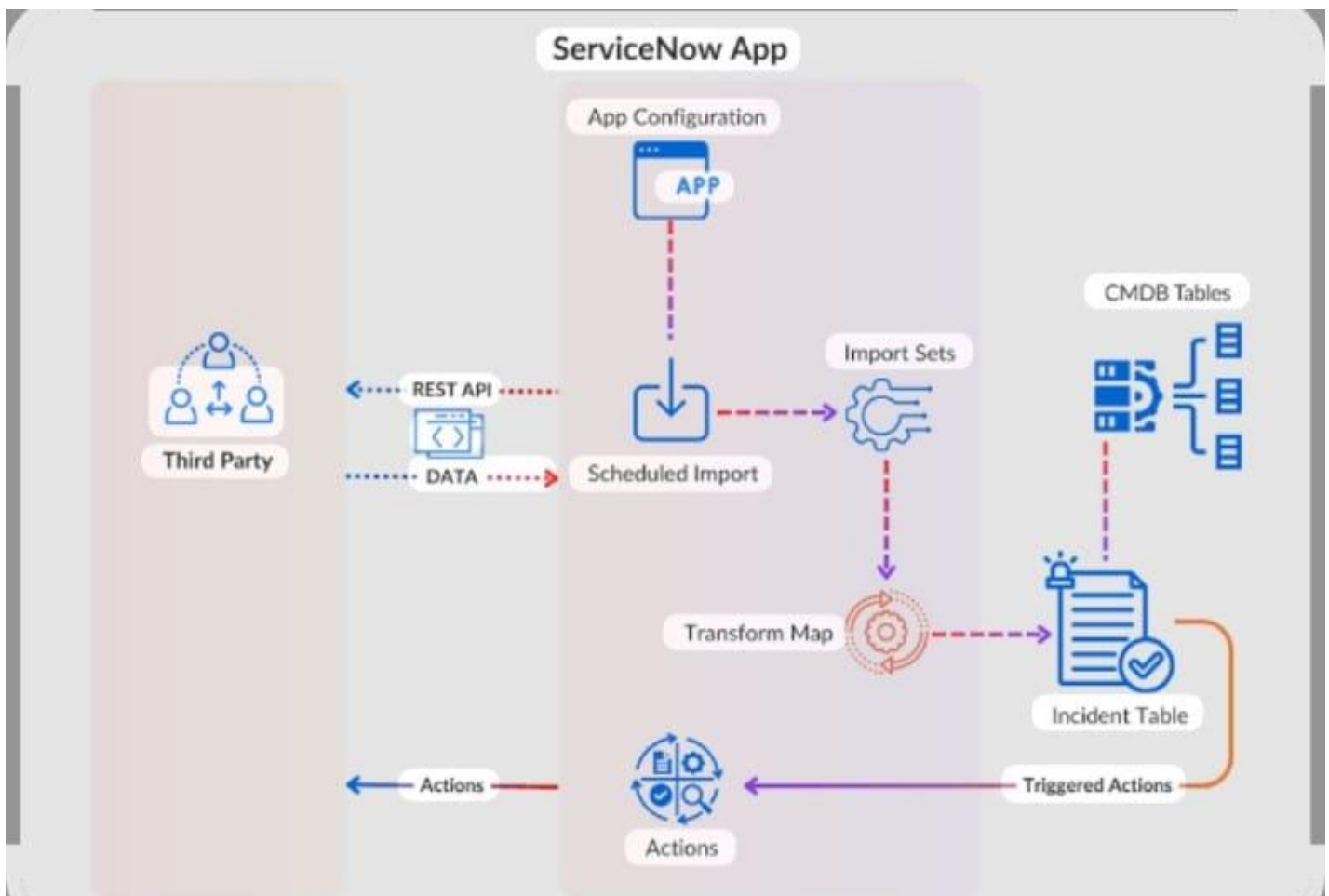
The architecture of ServiceNow is designed as a multi-instance, cloud-based platform that ensures scalability, flexibility, and security. It is structured into several key layers, beginning with the User Interface layer, which provides users with access through web browsers, mobile apps, and service portals.