Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

Date	02 November 2025
Team ID	NM2025TMID04710
Project Name	Laptop Request Catalog Item
Maximum Mark	4 mark

Functional Requirements:

FR No	Functional Requirement	Sub Requirement(Story)
FR-1	Catalog Item Creation	Create "Laptop Request" catalog item accessible to all employees with proper role criteria.
FR-2	Auto-populate User Details	Auto-fetch logged-in user's name, department, and email from user profile.
FR-3	Dynamic Field Behavior	Display additional fields based on user selection (e.g., New Role vs Replacement).
FR-4	Reset Functionality	Include a "Reset" button to clear all fields and restore default values.
FR-5	Field Help & Instructions	Provide tooltips and field instructions to guide users.

FR-6	Mandatory Field Validation	Ensure all required fields (Laptop Type, Purpose, Justification) are filled before submission.
FR-7	Approval Workflow	Trigger a two-step approval: Manager → IT Fulfilment Group.
FR-8	Notification Alerts	Send notifications for submission, approval, denial, and fulfilment stages.
FR-9	Fulfilment Task Creation	Automatically create IT fulfilment task with all request details.
FR-10	Request Tracking	Allow users to track request status (Submitted → Approved → Fulfilled → Closed).
FR-11	Audit & Version Control	Maintain update sets and logs for all catalog item modifications.
FR-12	Reporting Metrics	Capture reports (no. of requests, average fulfilment time, manual follow-up rate).

NFR NO	Non Functional Requirement	Description
NFR-1	Security	Access restricted to authorized users; fulfilment tasks viewable only by IT teams.
NFR-2	Performance	The catalog form must load in less than 3 seconds for end users.

NFR-3	Scalability	The solution should support adding new catalog items (e.g., Monitor Request) easily.

Non Functional Requirements:

NFR-4	Maintainability	Use ServiceNow best practices (Flow Designer, Variable Sets) to reduce technical debt.
NFR-5	Usability	The form should be user-friendly with clear instructions and minimal required fields.
NFR-6	Traceability & Governance	Every change to catalog items or workflows must be documented and versioned.
NFR	Availability	The catalog item must be available 24/7 within the Service Portal for employee access.