

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	13 November 2025
Team ID	NM2025TMID06014
Project Name	Laptop Request Catalog Item using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

ID	Requirement	Description	Priority
FR-01	User Authentication	Users must log in using corporate credentials.	High
FR-02	Role-based Access	Define roles: Employee/User, Manager, IT Admin with specific permissions.	High
FR-03	Laptop Request Submission	Users can submit requests specifying laptop type, accessories, and reason.	High
FR-04	Auto-populate User Details	Auto-fetch Name, Department, Employee ID from Active Directory.	Medium
FR-05	Request Approval Workflow	Requests routed to Manager for approval/rejection with notifications.	High
FR-06	IT Processing & Assignment	IT Admin assigns laptops, updates request status, and shares delivery info.	High
FR-07	Request Tracking & History	Users can track request status; IT admins can view all requests.	High
FR-08	CMDB Integration	Track inventory and update laptop allocation in Configuration Management Database.	Medium
FR-09	Notifications	Email/SMS alerts for request submission, approval, and assignment.	High

ID	Requirement	Description	Priority
FR-10	Audit & Reporting	Maintain logs and generate reports for auditing and management review.	Medium

Non-Functional Requirements Table

ID	Requirement	Description	Priority
NFR-01	Performance	Handle concurrent requests efficiently; operations processed within 2–3 seconds.	High
NFR-02	Usability	Intuitive UI, aligned with ServiceNow standards; clear instructions for users.	High
NFR-03	Reliability & Availability	System uptime $\geq 99\%$; error messages for failed operations.	High
NFR-04	Security	Role-based access control; encrypt sensitive data; maintain audit logs.	High
NFR-05	Maintainability	Modular system design; easy updates to catalog items, forms, and workflows.	Medium
NFR-06	Scalability	Support growth in users, requests, and inventory without major redesign.	Medium
NFR-07	Compliance	Adhere to IT policies and data protection regulations; track inventory per standards.	High