

## Project Design Phase

### Solution Requirements (Functional & Non-functional)

Date	1 November 2025
Team ID	NM2025TMID03588
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

#### Functional Requirements:

FR No.	Functional Requirement	Sub Requirement
FR-1	User Registration and Authentication	<ul style="list-style-type: none"><li>• Registration using institutional email ID.</li><li>• Secure login through Single Sign-On (SSO).</li><li>• Password reset and recovery via email.</li><li>• Account activation through OTP verification.</li></ul>
FR-2	Student and Staff Information Management	<ul style="list-style-type: none"><li>• Maintain records of students and staff including personal, academic, and contact details.</li><li>• Enable editing, updating, and deletion of records by authorized users.</li><li>• Role-based access for data management.</li></ul>
FR-3	Course and Curriculum Management	<ul style="list-style-type: none"><li>• Admin can create and update course structures.</li><li>• Faculty can upload learning materials and assignments.</li><li>• Students can enroll and access assigned courses.</li></ul>
FR-4	Attendance and Performance Tracking	<ul style="list-style-type: none"><li>• Track student attendance records.</li><li>• Generate automated performance reports.</li><li>• Provide dashboards for quick academic progress view.</li></ul>
FR-5	Incident and Service Request Management	<ul style="list-style-type: none"><li>• Allow students and staff to raise technical or administrative issues.</li><li>• Auto-assign incidents to responsible departments.</li><li>• Notify users upon resolution.</li></ul>
FR-6	Communication and Notification System	<ul style="list-style-type: none"><li>• Send announcements to students, staff, or departments.</li><li>• Integrate email and in-app notifications.</li><li>• Maintain communication history for auditing.</li></ul>
FR-7	Feedback and Survey Management	<ul style="list-style-type: none"><li>• Collect feedback from students on courses and faculty.</li><li>• Generate reports for institutional improvement.</li><li>• Conduct surveys for academic evaluation.</li></ul>
FR-8	Dashboard and Reporting	<ul style="list-style-type: none"><li>• Provide analytics dashboards for administrators.</li><li>• Generate visual and tabular reports for attendance, performance, and incident trends.</li></ul>

## Non-Functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive and easy to use, providing a consistent experience for students, faculty, and administrators.
NFR-2	Security	Implements robust authentication, role-based access control, and encryption for sensitive data ensuring system confidentiality and integrity.
NFR-3	Reliability	Ensures continuous service availability and data consistency even under high user load or during maintenance operations.
NFR-4	Performance	All database transactions and automation workflows should execute efficiently with minimal response times.
NFR-5	Availability	System should be accessible 24/7 on the ServiceNow platform with minimal downtime and quick recovery options.
NFR-6	Scalability	The solution must support growth in users, data, and modules without affecting performance or availability.
NFR-7	Maintainability	Code should be modular, well-documented, and easy to update for new functionalities or enhancements.
NFR-8	Auditability	All system activities including record creation, updates, and deletions must be logged to ensure compliance and traceability.
NFR-9	Accessibility	The system should comply with accessibility standards, supporting users with disabilities through screen readers and keyboard navigation.