

## Project Design Phase-II

### Solution Requirements

Date	27 June 2025
Team ID	LTVIP2025TMID31281
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum Marks	4 Marks

#### Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Course Management	Add New Course Update Course Details View Course Catalog Enroll in Course
FR-4	Student Information Management	Add/Edit Student Profile Upload Academic Documents View Academic History
FR-5	Issue / Request Management	Raise Ticket for Academic Issue Raise Ticket for IT/Infrastructure Issue Track Ticket Status Escalate Ticket
FR-6	Notifications and Alerts	Email Notification on Ticket Updates SMS Notification for Important Announcements Push Notifications on Mobile/Web

#### Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	<b>Security</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-3	<b>Reliability</b>	The application should consistently perform its intended functions under expected conditions with minimal errors or failures.

NFR-4	Performance	The system should load dashboards and respond to user actions within 3 seconds during peak academic activity.
NFR-5	Availability	The platform should maintain at least 99.9% uptime to support 24/7 access to academic services.
NFR-6	Scalability	The solution should support increasing numbers of users and data as the institution grows without performance degradation.

servicenow

Table - Salesforce

Label: Salesforce

Name: u\_salesforce

Application: Global

Remote Table: ☐

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated by	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(Number Padded);	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Student Name	String	(empty)	40		false
Admin Date	Date	(empty)	40		false
Father Cdl	String	(empty)	40		false
Mother Cdl	String	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated	Integer	(empty)	40		false

servicenow

Table - Admission

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
House No	String	(empty)	40		false
Area	String	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
City	String	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Fee	Price	(empty)	20		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
District	String	(empty)	40		false
School	Choice	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Admin Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

Column label	Type	Reference	Max length	Default value	Display
English	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Updated by	String	(empty)	40		false
Science	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Total	String	(empty)	40		false
Social	String	(empty)	40		false
Telugu	String	(empty)	40		false
Created by	String	(empty)	40		false
Result	String	(empty)	40		false
Percentage	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

\* Name: Educational Organisation  
 State: In progress  
 Parent:   
 Release date:   
 Install date:   
 Installed from:   
 Description:   
 Application: Global  
 Created: 2025-06-20 08:11:17  
 Created by: admin  
 Merged to:   
 Update

Related Links  
[Make This My Current Set](#)  
[Merge With Another Update Set](#)  
[Scan Update Set](#)

Reference:

1. <https://drive.google.com/file/d/1lzVVQnDpZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing>
2. [https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3D4a733dfa830622102e10b0d6feaad31f](https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f)
3. <https://github.com/Mounika-penke/Educational-Organisation-Using-ServiceNow>