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:

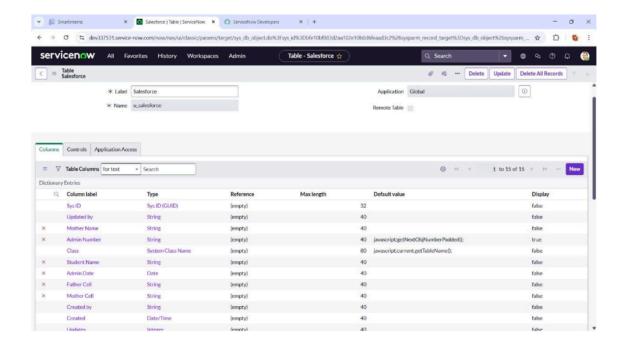Following are the functional requirements of the proposed solution.

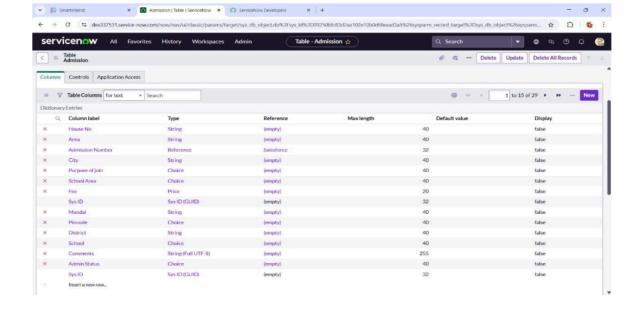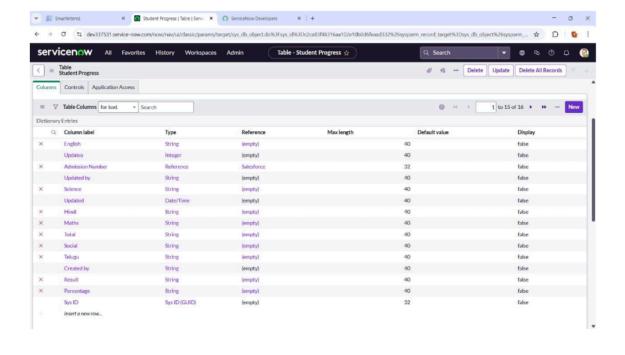| FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Course Management	Add New Course Update Course Details 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:

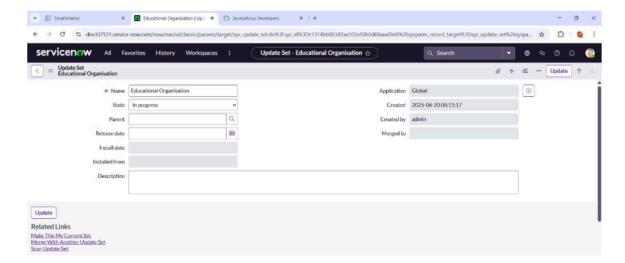Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	Security	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-3	Reliability	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.

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

3.https://github.com/Mounika-penke/Educational-Organisation-Using-Servicenow