

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	27 June 2025
Team ID	LTVIP2025TMID28869
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 Request Submission	Select course → Submit request → Track request status
FR-4	Approval Workflow	Faculty reviews → Department admin approval → Notification to student

FR-5	Access Course Materials	Approved users can view/download materials
FR-6	Raise Support Ticket	Report issue → Auto-route to IT support → Track resolution status

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be easy to use for students and staff with minimal training
NFR-2	Security	Implement role-based access, data encryption, and secure login via SSO
NFR-3	Reliability	System must have 99.9% uptime with automatic failover handling
NFR-4	Performance	Response time for portal actions should be <2 seconds under normal load
NFR-5	Availability	ServiceNow platform ensures high availability with cloud support

NFR-6	Scalability	Should support future scaling to include more departments and features
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