**Project Design Phase-II**

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

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| 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.

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| **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.

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| **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 |