

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	2 November 2025
Team ID	NM2025TMID05352
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Functional Requirements:

Following are the detailed functional requirements of the proposed Laptop Request Catalog Item System developed using ServiceNow.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Laptop Request Submission	<ul style="list-style-type: none"> Employees can submit laptop requests through the Service Catalog. Mandatory fields include model type, justification, and preferred delivery date. A unique Request ID is generated upon submission.
FR-2	Approval Workflow Management	<ul style="list-style-type: none"> Manager reviews and approves or rejects laptop requests. Approval hierarchy defined by department or role. Rejected requests must include a reason and notify the requester automatically.
FR-3	Validation and Automation Rules	<ul style="list-style-type: none"> The system validates all input data before request submission. Invalid or incomplete data triggers error messages. Automate request routing to approvers and IT administrators.
FR-4	Laptop Allocation and Fulfillment	<ul style="list-style-type: none"> IT Administrator assigns and delivers laptops upon approval. Allocation details such as serial number and issue date are logged. Update request status to "Fulfilled" once delivery is complete.
FR-5	Notification and Communication System	<ul style="list-style-type: none"> Automatic notifications for submission, approval, rejection, and allocation events. Email and in-app alerts for request updates. Notification logs maintained for reference and auditing.
FR-6	Audit Log and Compliance Tracking	<ul style="list-style-type: none"> Maintain detailed logs for all laptop requests, approvals, and allocations. Log entries must include timestamps, user IDs, and activity details. Provide searchable records for audit reviews.
FR-7	Request Tracking Dashboard	<ul style="list-style-type: none"> Employees can view real-time status of their laptop requests. Dashboard displays approval stage, assigned IT admin, and delivery updates. Include filters for request history and date range.
FR-8	Report Generation and Analytics	<ul style="list-style-type: none"> Generate reports on laptop requests by department, status, or time period. Provide graphical dashboards for management insights. Support data export to Excel or PDF formats.

Non-Functional Requirements:

Following are the detailed non-functional requirements ensuring performance, security, and maintainability of the Laptop Request Catalog Item System.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be user-friendly, ensuring easy form submission, status tracking, and navigation for employees and administrators.
NFR-2	Security	Implement role-based access control and secure authentication for requesters, approvers, and IT administrators. Data should be encrypted both in transit and at rest.
NFR-3	Reliability	The system should provide consistent uptime, ensuring that laptop requests and approvals are processed accurately without data loss.
NFR-4	Performance	All operations – including form submission, approval, and notifications – should execute within minimal response time (<2 seconds under standard load).
NFR-5	Availability	The ServiceNow instance must remain accessible 24/7 with scheduled maintenance communicated in advance.
NFR-6	Scalability	The system should support an increasing number of users and requests without affecting performance.
NFR-7	Maintainability	Configuration scripts, catalog items, and workflows should be modular and well-documented for future updates or modifications.
NFR-8	Auditability	All actions – submissions, approvals, allocations, and notifications – should be logged for compliance and traceability.
NFR-9	Accessibility	The catalog item should be accessible to all users, complying with accessibility standards (WCAG 2.1), ensuring usability for differently-abled employees.