

Functional Specification Document (FSD)

Project Title: Educational Organisation Using ServiceNow

1. Project Overview

This project focuses on developing a centralized **Service Management Platform** for an **educational organization** using **ServiceNow**, a powerful cloud-based ITSM (IT Service Management) and workflow automation tool.

Educational institutions often struggle with fragmented systems for handling IT support, facility requests, student inquiries, and administrative processes. These disconnected processes lead to inefficiencies, delayed responses, and poor user experiences for students, faculty, and staff.

The aim of this project is to implement a robust solution that transforms traditional, manual service delivery into a **digitally managed, automated** environment. Using ServiceNow's features such as **Service Catalogs, Workflows, Role-based Access, Notifications, Dashboards, and Knowledge Management**, the platform ensures streamlined communication and efficient task handling across departments.

2. Functional Requirements

- ✓ User Authentication & Role-Based Access
- ✓ Self-Service Portal
- ✓ Service Catalog
- ✓ Workflow Automation
- ✓ Notifications & Alerts

3. User Roles & Permissions

- ✓ Project Manager : Full access to user management, task assignments, and workflow configuration.
- ✓ Team Member : Access to view tasks, update task status

4. Workflow Description

The workflow in this project automates service requests in an educational organization using ServiceNow. For example, in an ID card request, the student submits a form via the Service Portal, which triggers a ticket. The request is routed to the department head for approval. Once approved, it moves to the admin team for processing. After completion, the student is notified, and feedback is collected. The workflow includes automated notifications, SLA tracking, role-based approvals, and real-time status updates, ensuring faster and more efficient service delivery while reducing manual intervention and improving the overall user experience.

5. Non-Functional Requirements

- ✓ The system must be scalable for additional teams.
- ✓ High availability and data security.
- ✓ Simple, intuitive user interface.

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6. Assumptions & Constraints

- ✓ Designed for small to medium-sized project teams.
- ✓ Internet connectivity is assumed for system access.
- ✓ Integration with existing project management tools is optional.