Project Design Phase-II

Solution Requirements

Date	
Team ID	NM2025TMID05570
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

The following are the functional requirements of the proposed solution.

FR No.	Functional Requirement	Description
FR1	User Authentication	The system must allow students, teachers, and admins to log in securely using unique credentials
FR2	Student Registration	Students can register for courses and submit their details online.
FR3	Fee Management	The system should enable fee payment tracking and receipt generation.
FR4	Attendance Management	Teachers should be able to mark and update attendance.
FR5	Performance Tracking	The system should record and analyze student marks and grades.
FR6	Notifications and Alerts	Automated email/SMS alerts for deadlines, exams, and announcements.
FR7	Report Generation	Generate academic performance and attendance reports for each student.
FR8	Role-Based Access Control	Different user roles (Admin, Teacher, Student) must have distinct privileges.
FR9	Dashboard Visualization	Display analytics and summaries (e.g., attendance %, academic progress) on dashboards.
FR10	Data Backup & Restore	System must support data backup and easy recovery in case of failure.

Non-Functional Requirements:

The following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR1	Performance	The system should respond to user requests within 2 seconds under normal load.
NFR2	Scalability	It should handle increasing users and data without performance loss.
NFR3	Security	All user data must be encrypted; use role-based access for sensitive information.
NFR4	Reliability	Ensure 99% uptime and consistent service availability.
NFR5	Usability	The interface should be intuitive and easy to use for students and faculty.
NFR6	Maintainability	The system should allow easy updates and maintenance through ServiceNow platform tools.
NFR7	Portability	The application should be accessible on browsers and mobile devices.
NFR8	Data Integrity	Prevent unauthorized modification or deletion of records.
NFR9	Compliance	Must comply with institutional and educational data standards (like FERPA).
NFR10	Backup & Recovery	Automatic data backup daily and quick recovery in case of system failure.