**Solution Requirements**

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| --- | --- |
| Date | 28/10/2025 |
| Team id | NM2025TMID03568 |
| Project name | Laptop Request Catlog Item |
| Maximum mark | 5 Marks |

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

**Functional Requirements:**

| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| --- | --- | --- |
| **FR-1** | **Catalog Item Access** | User can find and open the "Laptop Request" item in the service catalog. |
| **FR-2** | **Laptop Selection** | User can view available laptop models (e.g., Standard, Pro, Lightweight).  User must select one model.  User can see the specifications and cost for each model. |
| **FR-3** | **Request Details** | User must provide a business justification for the request.  User can specify required software to be pre-installed. |
| **FR-4** | **Submission & Workflow** | User can submit the completed request form.  System automatically routes the request to the user's manager for approval. |
| **FR-5** | **Approval Process** | Manager can approve or reject the request.  Manager can add comments to the approval/rejection. |
| **FR-6** | **Fulfillment & Notification** | Upon approval, a task is created for the IT hardware team for fulfillment.  User receives email notifications on submission, approval, and completion. |

**Non-functional Requirements:**

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

| **FR No.** | **Non-Functional Requirement** | **Description** |
| --- | --- | --- |
| **NFR-1** | **Usability** | The request form should be clear and easy for any employee to fill out in under 5 minutes. |
| **NFR-2** | **Security** | Only authenticated users can submit requests. Approvals can only be made by designated managers. |
| **NFR-3** | **Reliability** | The approval workflow must trigger correctly every time. No submitted requests should be lost. |
| **NFR-4** | **Performance** | The catalog item and its options (laptop models, specs) must load within 3 seconds. |
| **NFR-5** | **Availability** | The service catalog should be available 24/7 for users to submit requests. |
| **NFR-6** | **Scalability** | The system must handle a high volume of requests (e.g., during a company-wide hardware refresh) without performance loss. |