

Requirement Phase

Date	02 November 2025
Team ID	NM2025TMID01653
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Solution Requirements (Functional and Non-Functional):

The solution will deliver a dynamic laptop request form with conditional fields, automated approval workflows, SLA tracking, and governance controls like audit logs and role-based access. It will also meet non-functional goals by ensuring usability, performance, security, scalability, and compliance within a reliable and maintainable ServiceNow environment.

Functional Requirements:

Functional Requirements	Solution Implementation
FR1: Dynamic Laptop Request Form	Request type selection, conditional fields, tooltips, reset
FR2: Approval Workflow	Auto-assign manager, dynamic routing, SLA tracking
FR3: Governance & Compliance	Audit logs, update sets, role-based access
FR4: Testing & Deployment	UAT, bug fixes, production deployment

Non-Functional Requirements:

Non-Functional Requirement (NFR)	Solution Implementation
NFR1: Performance	Optimize form logic and minimize client-side scripting
NFR2: Usability	Use intuitive layout, tooltips, and guided field behaviour
NFR3: Security	Apply role-based access control and protect sensitive data
NFR4: Maintainability	Use update sets and scoped applications for modular design
NFR5: Scalability	Design reusable components for future hardware requests
NFR6: Compliance & Governance	Enable audit logs, approval history, and version tracking
NFR7: Availability	Host on ServiceNow with high uptime and redundancy