

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	25 Dec 2025
Team ID	
Project Name	Automated Network Request Management in ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Network Request Submission	Submission of network change requests (e.g., VLAN addition, firewall rule change) via ServiceNow catalog form
FR-2	Request Approval Workflow	Automatic routing to approver based on request type and impact
FR-3	Request Implementation	Assignment to network engineer/implementer
FR-4	Status Tracking and Notifications	Real-time status updates visible to requester
FR-5	Reporting and Auditing	Generate reports on requests by status, type, date, etc.
FR-6	Integration with Network Tools	Integration with external systems for automated fulfillment (if applicable)

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Intuitive ServiceNow forms and interface; minimal training required for users
NFR-2	Security	Role-based access control (RBAC); compliance with organizational security policies; encrypted data transmission
NFR-3	Reliability	System uptime of 99.9%; error handling and logging for failed operations
NFR-4	Performance	Request submission and status checks respond within 3 seconds; reports generate in under 10 seconds
NFR-5	Availability	Accessible 24/7 via ServiceNow platform with proper redundancy
NFR-6	Scalability	Handle up to 500 concurrent users and 1000 requests per day without degradation