

REQUIREMENT ANALYSIS

Solution Requirements:

DATE	
TEAM ID	LTVIP2025TMID30693
PROJECT NAME	Laptop request catalog item

FUNCTIONAL REQUIREMENT:

Following are the functional requirements.

FR NO	FUNCTIONAL REQUIREMENTS	Sub Requirement
FR-1	Updated set	Create Local Update Set — Prepares the environment for customization tracking.
FR-2	Service catalog item	Define the laptop request form item in the ServiceNow catalog.
FR-3	Ui policy	Set rules for form field visibility, mandatory status, etc., based on user input.
FR-4	Ui action	Add custom buttons/actions on the form (e.g., Submit, Cancel).
FR-5	Export update set	Package the update set for transferring to another instance.

FR-5	Login to another instance	Access a different ServiceNow instance to import the update set.
FR-7	Testing	Verify the functionality and workflow of the catalog item.

NON FUNCTIONAL REQUIREMENTS

Following are the non functional requirements

FRNO	NON FUNCTIONAL REQUIREMENTS	DESCRIPTION
FR-1	Security	Only authenticated users should be able to access the catalog item. Role-based access control should restrict actions (e.g., only admins can create or modify update sets).
FR-2	Performance	The form should load within 2 seconds under standard load. UI policies and actions should not cause noticeable delay in response time.
FR-3	Availability	The system should be available 99.9% of the time excluding scheduled maintenance.
FR-4	Scalability	The system should support multiple users submitting laptop requests simultaneously without performance degradation.
FR-5	Maintainability	The update set should be modular and easy to modify without affecting other services.

		Change logs should be maintained for version tracking.
FR-6	Portability	The solution should work across different ServiceNow instances (via Export/Import of Update Sets).
FR-7	Reliability	The workflow should reliably route requests and not fail under normal load.