REQUIREMENT ANALYSIS

SOLUTION REQUIREMENT:

TEAM ID	LTVIP2025TMID30975
PROJECT NAME	Laptop Request Catalogs Item

Function Requirements

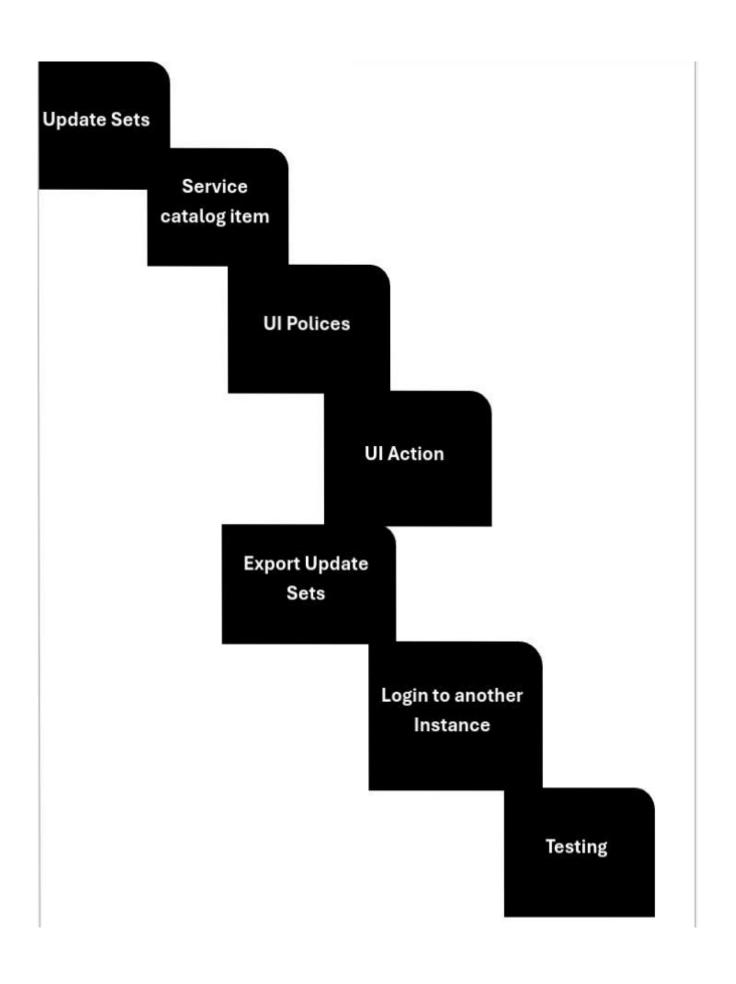| FR NO	Function Requirement(Epic)	Sub Requirements (Story/Sub-Task)
FR-1	Update sets	Update set includes all configuration components required for the Laptop Request Catalog Item in the Service Catalog. It enables users to request laptops with proper approvals, validations, and fulfillment processes.
FR-2	Service Catalog item	Laptop Request catalog item, enabling a streamlined and user-friendly laptop provisioning process.
FR-3	Add variables	variables setup required for the Laptop Request catalog item in ServiceNow. It supports user input and dynamic form behavior to streamline the laptop provisioning process.
FR-4	UI Policies	UI Policies that dynamically control the behavior of fields within the Laptop Request Catalog Item .Show or hide fields based on selected laptop type.
FR-5	UI Action	The UI Actions implemented to enhance user interaction and streamline request processing within the Laptop Request Catalog Item.
FR-6	Export Update Set	The update sets capture all configuration elements required for deploying the item and its related components
FR-7	Login to another Instance	•Retrieved update sets should follow a standardized naming format. •Retrieving ensures that all configurations made in the source instance are available for review and target environment.
FR-8	Testing	•testing the Laptop Request Catalog Item to ensure all components function as expected across different user roles and interfaces. The goal is to validate the form behavior, workflows, approvals, and fulfillment processes.

Non-Functional Requirements

NFR No.	Non-Functional Requirements	Description
NFR-1	Usability	The usability requirements for the Laptop Request Catalog Item to ensure a user-friendly, efficient, and intuitive request experience. The goal is to minimize user effort reduce errors.
NFR-2	Security	the security requirements for the Laptop Request Catalog Item to ensure data protection, access control
NFR-3	Reliability	Reliability is critical to providing a seamless and dependable user experience for requesting and fulfilling laptops.
NFR-4	Performance	Performance improves user satisfaction, reduces form abandonment, and ensures timely fulfillment of laptop requests.
NFR-5	Availability	Availability is essential for supporting business operations, especially during critical periods like onboarding or remote work provisioning.
NFR-6	Scalability	Scalability ensures that the system remains reliable and efficient as the organization grows.

DATA FLOW DIAGRAM

A Data Flow Diagram (DFD) is used to visually represent how data moves within the Laptop Request Catalog Item system. It highlights processes, data stores, external entities, and data flows. Employees to request laptops through an automated service catalog workflow. The data flow refers to how information moves between users, systems, and processes from the moment a request is initiated to its fulfillment and closure. Each step involves the interaction of various entities and system components that transmit, process, and store data to ensure efficient request handling.

Uses:

- The data flow helps automate the submission and tracking of laptop requests.
- Data flow integrates with the Asset Management System to check laptop availabilit.

Update Sets

Service catalog item

UI Polices

UI Action

Export Update Sets

Login to another Instance

Testing

TECHNOLOGY STACK:

SERVICENOW:

- ServiceNow is an American software company based in Santa Clara, California.
- Founded in 2003 by Fred Lundy.
- It was named as Glidesoft before.
- 2006 it is named as ServiceNow.
- It is SAAS (Software as a Service).
- ServiceNow is a Cloud Computing Platform for IT service management(ITSM), and business process automation (BPA) solutions which allows employee to work the way they want to, not how software dictates they have to.

Architecture of service now

The ServiceNow architecture is a multi-layered cloud-based architecture designed to deliver scalable, secure, and flexible enterprise-level services for IT operations, business workflows, and digital transformation. It is built around the Now Platform, which serves as the foundation for all applications and modules within ServiceNow.

- ➢ This a Multi -instance.
- ➢ High availability architecture data center.