Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

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Functional Requirements

The **functional requirements** define what the system must perform to meet the operational needs of an educational institution. These features ensure that administrators, faculty, and students can interact with the system effectively to manage academic and administrative workflows.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Student & Faculty Registration	Registration through institutional email, manual form entry, or integrated HR/student data import.
FR-2	Course Management	Faculty can create and manage courses, enroll students, and update course details.
FR-3	Attendance & Grading System	Teachers can record attendance, upload grades, and provide performance feedback.
FR-4	Workflow Automation	Automated approval and routing for leave requests, course enrollments, and event registrations.
FR-5	Communication Module	Notification and alert system for students and staff about announcements, deadlines, and updates.
FR-6	Performance Reporting	Real-time dashboard and report generation for attendance, grades, and academic progress.

These functions collectively help digitalize academic operations and improve the user experience for both staff and students, reducing manual effort and increasing institutional efficiency.

Non-Functional Requirements

The **non-functional requirements** ensure that the system's performance, security, and usability meet organizational expectations. These characteristics determine how well the system performs under various conditions.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be user-friendly, intuitive, and accessible

NFR No.	Non-Functional Requirement	Description
		to all stakeholders.
NFR-2	Security	Only authorized users can access or modify data; encryption ensures student and faculty privacy.
NFR-3	Reliability	The system must process requests accurately without losing or corrupting data.
NFR-4	Performance	Operations such as registration, reporting, and workflow approvals must occur without delays.
NFR-5	Availability	The system should remain available 24/7 for students and staff with minimal downtime.
NFR-6	Scalability	The platform should accommodate increasing numbers of users, courses, and departments as the institution grows.

Conclusion

The defined **functional and non-functional requirements** provide a strong foundation for implementing an efficient *Educational Organization Management System using ServiceNow*. These requirements ensure that the platform delivers an **automated, secure, and scalable solution** that enhances collaboration, reduces manual workload, and supports the institution's academic and administrative goals.