

REQUIREMENT ANALYSIS

Solution Requirement :

Functional Requirements:

S.No	Functional Requirements	Description
1.	User creation <ul style="list-style-type: none">● Create users	User creation involves defining a new user record with details like User ID, name, and email.
2.	Assign incident to user <ul style="list-style-type: none">● Assign incidents	Assigning an incident to a user involves updating the "Assigned to" field on the incident record with the name of the individual responsible for resolving the issue.
3.	Business Rule creation <ul style="list-style-type: none">● Create Business rule	A business rule is a server-side script that executes when a record is inserted, updated, deleted, or queried, or when a table is queried.
4.	Test Deletion <ul style="list-style-type: none">● Attempt to delete assigned user	Deleting a test, such as in the Automated Test Framework (ATF), permanently removes the test and its associated data, including results. However, if the test step is used in other tests, it cannot be deleted until it is removed from those other tests.
5.	Test with unassigned user <ul style="list-style-type: none">● Attempt to delete unused user	Testing with an unassigned user typically involves verifying how the system behaves when a task or record is not assigned to a specific user. This can include scenarios like unassigned incidents, cases, or other work items, and how the system handles them in workflows, notifications, and reporting.

Non-functional Requirements:

S.No	Non functional Requirements	Description
1.	Usability	Usability refers to how easily and effectively users can accomplish their goals within the platform.
2.	Security	ServiceNow provides a robust security framework designed to protect customer data and ensure the integrity of the Now Platform.
3.	Reliability	In ServiceNow, reliability, particularly within the context of Site Reliability Engineering (SRE), focuses on ensuring the consistent and dependable performance of IT services.
4.	Performance	ServiceNow Performance Analytics is a tool that allows organizations to measure, track, and analyze key performance indicators (KPIs) to understand and improve business processes.
5.	Availability	Availability refers to the percentage of time a service or system is accessible and operational for its intended users.
6.	Scalability	Scalability in ServiceNow refers to the platform's ability to handle increasing workloads and user demands without performance degradation as an organization grows.