**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| Date | 24 June 2025 |
| Team ID | LTVIP2025TMID29498 |
| Project Name | Asset Management Portal using Service Now |
| Mentor Name | Dr Shaik Salma Begum |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

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| --- | --- | --- |
| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | ServiceNow Setup | |  | | --- | |  |  |  | | --- | | Set up Personal Developer Instance | |
| FR-2 | Update Set Management | Create and activate update set |
| FR-3 | Table Creation | Create **Assets** table with auto-numbering  Create **Asset Requests** table with auto-numbering |
| FR-4 | |  | | --- | |  |  |  | | --- | | Relationship Configuration | | Configure relationship between **Assets**, **Requests**, and **Assignment Logs**  Add related lists to forms for quick access |
| FR-5 | Business Rule & Workflow Automation | |  | | --- | |  |  |  |  |  | | --- | --- | --- | | |  | | --- | | Create business rules and flow designer logic to handle approvals, assignments, and alerts |  |  | | --- | |  | | |
| FR-6 | |  | | --- | | Maintenance Tracking |  |  | | --- | |  | | |  | | --- | | Configure logs and notification triggers  for scheduled maintenance |  |  | | --- | |  | |
| FR-7 | |  | | --- | |  |  |  | | --- | | Reporting & Dashboards |  |  | | --- | |  | | |  | | --- | | Generate real-time reports on asset  utilization, condition, and assignment  status | |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | The system will provide intuitive request forms and clear dashboards for ease of use by both employees and administrators. |
| NFR-2 | **Security** | |  | | --- | | Only authorized roles (admin, approver) can modify asset data or approve requests. Role-based access  will be enforced. |  |  | | --- | |  | |
| NFR-3 | **Reliability** | |  | | --- | | The platform will maintain accurate  records and execute workflows  consistently without data loss. |  |  | | --- | |  | |
| NFR-4 | **Performance** | |  | | --- | | The portal will respond to user actions  (like form submissions and record  updates) within standard  operational time limits. |  |  | | --- | |  | |
| NFR-5 | **Availability** | |  | | --- | | The solution will be accessible during  normal PDI availability with minimal  downtime. |  |  | | --- | |  | |
| NFR-6 | **Scalability** | |  | | --- | | The system can accommodate an increasing  number of assets, users, and modules  without performance degradation. | |