

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Project Name	An employee requests installation of licensed software through the Service Catalog
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Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Service Catalog Creation	Define catalog categories for software requests. Create catalog items for common licensed software (e.g., Adobe, Microsoft tools).
FR-2	Form Design & Variables	Design request forms with variables (software name, version, justification, urgency). Configure variable sets for reuse.
FR-3	Workflow Attachment	Attach workflows to catalog items for approval and fulfillment. Publish and ensure only one active workflow per item.
FR-4	Approval Routing	Configure multi-level approvals (manager, licensing/compliance). Dynamic routing based on software cost or type.
FR-5	Tables & Data Handling	Use sc_request, sc_req_item, sc_task tables. Map variables to Requested Item and Catalog Task records.
FR-6	Testing & Validation	Simulate submissions, verify approvals, task assignment, and notifications. Check business rules for incomplete requests.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Intuitive portal forms with auto-populate (user details), tooltips, and mobile responsiveness.
NFR-2	Security	Role-based access (ACLs), compliance with licensing policies, audit logs for approvals.
NFR-3	Reliability	99.9% uptime, error handling in workflows, no data loss in submissions.
NFR-4	Performance	Request submission < 3 seconds, approvals instant, supports 300 concurrent users.
NFR-5	Availability	24/7 access via Service Portal, minimal downtime for updates.
NFR-6	Scalability	Handle growing software catalog and request volume via ServiceNow cloud scaling.