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

Project Name	Automated Network Request Management in ServiceNow

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Creation	Define and create service catalog items for various network requests (e.g., VPN access, firewall changes). Integrate catalog with existing CMDB for asset and configuration data.
FR-2	Form Design	Design custom request forms with fields for request details, attachments, and validation rules. Implement dynamic form behavior based on user input (e.g., conditional fields).
FR-3	Approval Routing	Configure multi-level approval workflows based on request type and organizational hierarchy. Automate approver assignment using groups or roles in ServiceNow.
FR-4	Flow Designer Automation	Build automated flows in Flow Designer to handle request processing, integrations with network tools, and task assignments. Include error handling and rollback mechanisms for failed automations.
FR-5	Email Notifications	Set up triggered email notifications for status updates, approvals, and completions. Customize templates with request details and links to the portal.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system must provide an intuitive, user-friendly interface with guided forms, tooltips, and mobile responsiveness to ensure ease of use for end users and admins.
NFR-2	**Security**	Implement role-based access control (RBAC), data encryption in transit and at rest, audit logging, and compliance with standards like GDPR or HIPAA to protect sensitive network data.
NFR-3	**Reliability**	The solution should achieve 99.9% uptime, with automated failover and robust error handling to minimize disruptions in request processing.
NFR-4	**Performance**	Request submission and approval processes must complete within 2 seconds average response time, supporting up to 500 concurrent users without degradation.
NFR-5	**Availability**	The system must be available 24/7, with scheduled maintenance windows notified in advance and minimal downtime.
NFR-6	**Scalability**	The architecture should scale horizontally to handle increasing request volumes, leveraging ServiceNow's cloud infrastructure for auto-scaling.