Project Design Phase-II

Solution Requirements (Functional & Non-functional)

DATE	2 NOVEMBER 2025
TEAM ID	NM2025TMID07809
PROJECT NAME	EDUCATIONAL ORGANISATION USING SERVICENOW
MAXIMUM MARKS	4 MARKS

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Student Admission Management	Student admission details are recorded (Name, Grade, Parent details, Purpose of Join, etc.)
		Auto-generate Admission Number and Admission Date
FR-2	Parent Information Integration	Capture and link parent details (Father/Mother Name and Mobile Number)
		Display linked parent details in both Admission and Student Progress forms
FR-3	Student Progress Tracking	Record subject-wise marks and automatically calculate total, percentage, and result
		Allow teachers to update and view progress reports dynamically
FR-5	Notification Alerts	Notify parents and admins when admission is approved or student progress is updated

FR-6	Data Storage and Integration	Store all records (admission, parent, and progress) in ServiceNow tables and maintain relationships among them
FR-7	Reporting and Analytics	Generate progress and admission reports for analysis by the administration

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be user-friendly for both administrators and teachers to manage student data easily.
NFR-2	Security	Only authorized users (like admins and teachers) should access or modify records.
NFR-3	Reliability	The system must ensure accurate linking between Admission, Salesforce (Parent), and Student Progress tables.
NFR-4	Performance	Data entry, record retrieval, and updates must be processed quickly without lag.
NFR-5	Availability	The ServiceNow instance should be available continuously to handle academic operations and record updates.
NFR-6	Scalability	The system should support the increasing number of student admissions and academic records over time.
NFR-7	Maintainability	Future updates (like new subjects or grading systems) should be easy to implement without major rework.