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

Date	7 NOVEMBER2025
Team ID	NM2025TMID09112
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Functional Requirements:

The following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Laptop Request Catalog Creation	Create a new catalog item named "Laptop Request." Define form fields such as Employee Name, Laptop Type, Purpose, and Justification.
FR-2	Workflow Configuration	Configure workflow for request approval by the reporting manager. Ensure request routing to IT Support after approval.
FR-3	Approval Notifications	Set up automatic notifications for request submission, approval, or rejection.
FR-4	Fulfillment Process	Assign approved requests to IT fulfillment team for laptop issuance.
FR-5	Request Tracking	Enable users to track their laptop request status through the ServiceNow portal.
FR-6	Reporting & Audit Logs	Generate reports on laptop requests and maintain audit logs of approval activities.

Non-functional Requirements:

The following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The catalog form and workflow should be easy for employees and admins to use without extra training.
NFR-2	**Security**	Only authorized users can submit, approve, or fulfill laptop requests. Sensitive data must remain protected.
NFR-3	**Reliability**	Workflow should function consistently, ensuring no request is lost.
NFR-4	**Performance**	The catalog item and workflow should be loaded quickly.
NFR-5	**Availability**	The service must be available 24/7
NFR-6	**Scalability**	The solution should support increasing numbers of users, requests, and approvals without performance degradation.