

Project Design Phase-II

Solution Requirements

Date	26 June 2025
Team ID	LTVIP2025TMID28916
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	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Course Management	Add New Course Update Course Details View Course Catalog Enroll in Course
FR-4	Student Information Management	Add/Edit Student Profile Upload Academic Documents View Academic History
FR-5	Issue / Request Management	Raise Ticket for Academic Issue Raise Ticket for IT/Infrastructure Issue Track Ticket Status Escalate Ticket
FR-6	Notifications and Alerts	Email Notification on Ticket Updates SMS Notification for Important Announcements Push Notifications on Mobile/Web

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	Security	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-3	Reliability	The application should consistently perform its intended functions under expected conditions with minimal errors or failures.

NFR-4	Performance	The system should load dashboards and respond to user actions within 3 seconds during peak academic activity.
NFR-5	Availability	The platform should maintain at least 99.9% uptime to support 24/7 access to academic services.
NFR-6	Scalability	The solution should support increasing numbers of users and data as the institution grows without performance degradation.

Smartintenz | Salesforce | Table | ServiceNow | ServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D0bfe10bf883d2aa102e10b0d6feaad3c2%26sysparm_record_target%3Dsys_db_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Salesforce

Table Salesforce

* Label Salesforce Application Global

* Name u_salesforce Remote Table

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 15 New

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated by	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Student Name	String	(empty)	40		false
Admin Date	Date	(empty)	40		false
Father Cell	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Updated	Integer	(empty)	40		false

Smartintenz | Admission | Table | ServiceNow | ServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D09250bfc83d2aa102e10b0d6feaad3a5%26sysparm_record_target%3Dsys_db_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Admission

Table Admission

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 29 New

Column label	Type	Reference	Max length	Default value	Display
House No	String	(empty)	40		false
Area	String	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
City	String	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Fee	Price	(empty)	20		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
District	String	(empty)	40		false
School	Choice	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Admin Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

ServiceNow Table - Student Progress

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
×	English	String	(empty)	40		false
	Updates	Integer	(empty)	40		false
×	Admission Number	Reference	Salesforce	32		false
	Updated by	String	(empty)	40		false
×	Science	String	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
×	Hindi	String	(empty)	40		false
×	Maths	String	(empty)	40		false
×	Total	String	(empty)	40		false
×	Social	String	(empty)	40		false
×	Telugu	String	(empty)	40		false
	Created by	String	(empty)	40		false
×	Result	String	(empty)	40		false
×	Percentage	String	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
+	Insert a new row...					

ServiceNow Update Set - Educational Organisation

Update Set Educational Organisation

Application: Global

Created: 2025-06-20 08:11:17

Created by: admin

Merged to:

Name: Educational Organisation

State: In progress

Parent:

Release date:

Install date:

Installed from:

Description:

Update

Related Links

- Make This My Current Set
- Merge With Another Update Set
- Scan Update Set

Reference:

- <https://drive.google.com/file/d/1lzVVQnDpZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing>
- https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f
- <https://github.com/Suryateja109/Educational-Organisation-Using-ServiceNow>