## **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.

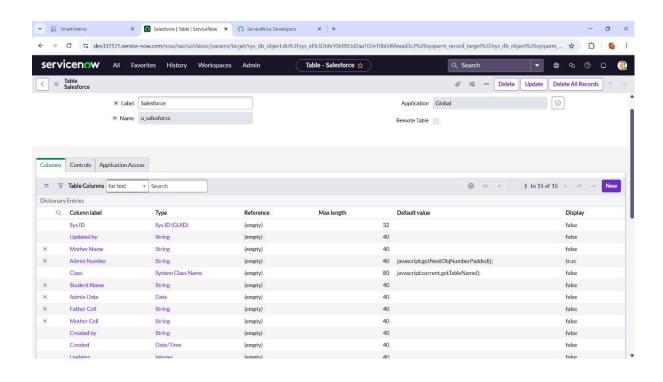
FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form
		Registration through Gmail
		Registration through LinkedIN
FR-2	User Confirmation	Confirmation via Email
		Confirmation via OTP
FR-3	Course Management	Add New Course
		Update Course Details
		View Course Catalog
		Enroll in Course
FR-4	Student Information	Add/Edit Student Profile
	Management	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

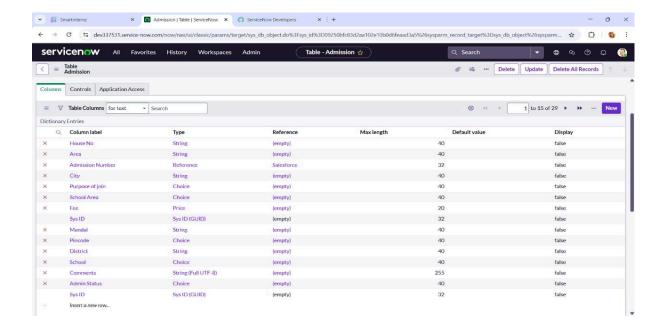
## **Non-functional Requirements:**

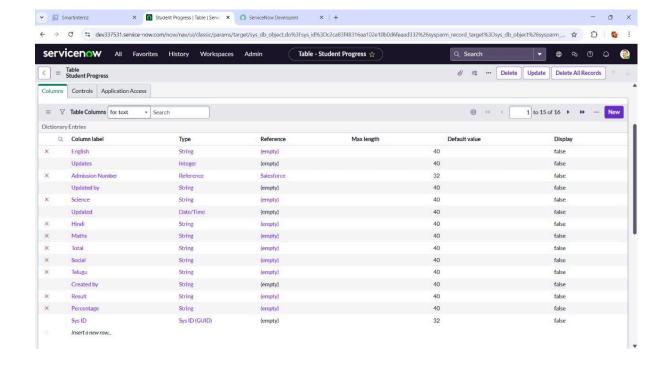
Following are the non-functional requirements of the proposed solution.

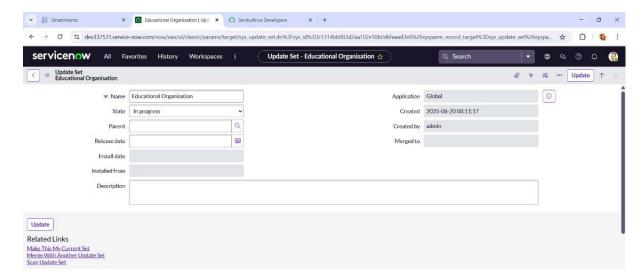
FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a user-friendly interface for students, faculty, and admins with intuitive
		navigation and accessibility features.
NFR-2	Security	The system should have a user-friendly interface for students, faculty, and admins with 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.









## Reference:

- 1. <a href="https://drive.google.com/file/d/1|zVVQnDpZmRq0uJ0xwMRO5KdPn0">https://drive.google.com/file/d/1|zVVQnDpZmRq0uJ0xwMRO5KdPn0</a> Fr7N-/view?usp=sharing
- 2. https://dev337531.service-now.com/now/nav/ui/classic/params/target/ui\_page.do%3Fsys\_id%3D4a733dfa830622102e10b0d6feaad31f
- 3. <a href="https://github.com/Suryateja109/Educational-Organisation-Using-ServiceNow">https://github.com/Suryateja109/Educational-Organisation-Using-ServiceNow</a>