

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	27 December 2025
Team ID	
Project Name	An employee requests installation of licensed software through the Service Catalog
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	Software Request Submission	Request software via Service Catalog form Capture software name, version, justification, urgency
FR-2	Request Validation	Mandatory field validation using UI Policies Auto-populate user, department, and location
FR-3	Approval Management	Manager approval for software request Security / Software Admin approval (if required)
FR-4	Workflow Automation	Automated workflow triggering on request submission Conditional flow based on approval outcome
FR-5	Task Creation & Assignment	Auto-create catalog task (SCTASK) Assign task to Software Support team
FR-6	Exception Handling	Put request on hold if license unavailable Auto-create incident for license issues
FR-7	Notification Management	Email notification on submission Email notification on approval/rejection Email notification on completion
FR-8	Request Tracking	Track request lifecycle (REQ → RITM → SCTASK) View status in Service Portal

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-9	Deployment & Migration	Capture configurations using Update Sets Migrate from Dev → Test → Prod
FR-10	Reporting & Audit	Maintain approval audit logs Ensure compliance tracking

Non-Functional Requirements

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should provide a user-friendly Service Portal interface with clear forms and minimal input effort for employees.
NFR-2	Security	Role-based access control must be enforced to ensure only authorized users can approve, fulfill, or configure requests.
NFR-3	Reliability	The system should consistently process requests without data loss and ensure correct workflow execution.
NFR-4	Performance	Software request submission and approval actions should be processed within acceptable response times.
NFR-5	Availability	The ServiceNow platform should be available 24/7 with minimal downtime for request submission and tracking.
NFR-6	Scalability	The solution should support increased users and additional IT services like hardware, access, and network requests.