

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date:	21-12-2025
Team ID:	
Project Name:	Automated Network Request Management in 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	Network Request Submission	Submit network request via Service Portal
		Select request type (New Connection / Relocation)
		Capture device type and device details
		Upload proof of document
FR-2	Dynamic Form Behavior	Show/Hide fields based on request type
		Auto-populate user details using "Opened on behalf of"
		Enforce mandatory field validation
FR-3	Approval Management	Manager approval based on requester
		Network group approval based on department
		Approval status validation before fulfillment
FR-4	Data Management & Automation	Store catalog variables in custom table (u_network_database)
		Automated task creation for network team
		Request status update and closure
FR-5	Notifications	Email notification on request submission
		Email notification on approval / rejection

FR No	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
		Email notification on request completion
FR-6	Request Tracking	View request status in Service Portal
		Audit trail and system logs for tracking

Non-Functional Requirements

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

NFR No	Non-Functional Requirement	Description
NFR-1	Usability	The Service Portal UI should be simple, intuitive, and user-friendly with dynamic forms to reduce user errors.
NFR-2	Security	Role-based access control (ACLs) must restrict unauthorized access to sensitive network data and approvals.
NFR-3	Reliability	The system must reliably process requests, approvals, and data storage without data loss or duplication.
NFR-4	Performance	Network requests, approvals, and notifications should be processed with minimal latency.
NFR-5	Availability	The solution should be available during business hours with minimal downtime for request submission and tracking.
NFR-6	Scalability	The system should support an increasing number of users, requests, and departments without performance degradation.