

Requirement Analysis Phase

Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Date	01/11/2025
Team ID	NM2025TMID08294

1. Introduction

The Requirement Analysis Phase identifies and documents the necessary conditions for developing an automated ticket routing system in ServiceNow for ABC Corporation. The goal of this initiative is to improve operational efficiency by accurately assigning support tickets to relevant groups, minimizing manual work, and enhancing customer satisfaction. This phase defines the system's functional, non-functional, and system requirements essential for successful implementation.

2. Functional Requirements

Functional requirements outline the system's core functionalities that directly contribute to its objective:

1. User Creation: The system must support creating and managing multiple user profiles in ServiceNow.
2. Group Management: Ability to create and manage groups (Certificates and Platform) to categorize responsibilities.
3. Role Assignment: Each user and group must be assigned a specific role (Admin, Platform_Role, Certification_Role).
4. Table Configuration: Creation of a custom table 'Operations Related' for storing and tracking ticket data.
5. Issue Field Choices: The issue field should contain predefined values: Unable to Login, 404 Error, Regarding Certificates, and Regarding User Expired.
6. Access Control Lists (ACLs): Restrict unauthorized access and ensure role-based permissions.
7. Flow Designer Automation: Automatically route tickets to the correct group based on the issue type.

8. Admin Controls: Allow admins to monitor, modify, and update user and group access when required.

3. Non-Functional Requirements

Non-functional requirements define quality standards to ensure reliability and performance:

1. Performance: The ticket assignment process should execute instantly after creation.
2. Security: Role-based permissions and ACLs must protect sensitive ticket data.
3. Scalability: The system should allow adding more users, groups, or issue types in the future.
4. Usability: ServiceNow forms and flows should remain intuitive for all users.
5. Reliability: Automated workflows must function consistently across all ticket categories.
6. Maintainability: Admins should easily update tables, roles, or flows without system downtime.
7. Data Integrity: Information stored in the Operations Related table must remain accurate and consistent.

4. System Requirements

The system requirements define the environment needed for implementation:

- Platform: ServiceNow (Cloud-based instance)
- Modules: System Definition, System Security, Flow Designer, Form Design
- Hardware: Standard desktop or laptop with internet access
- Software: Updated browser and ServiceNow access credentials
- User Roles: Admin, Developer, Platform_Role, Certification_Role
- Security: Enforced ACL rules and role-based access

5. Requirement Traceability Matrix (RTM)

Requirement ID	Requirement Description	Implementation Module
FR-01	User creation and management	System Security → Users
FR-02	Group creation and assignment	System Security → Groups
FR-03	Role creation and mapping	System Security → Roles
FR-04	Custom table configuration	System Definition → Tables
FR-05	Access control through ACLs	System Security → Access Control
FR-06	Automated ticket assignment	Flow Designer
NFR-01	Ensure reliability and performance	System Testing and Flow Validation

7. Summary

The requirement analysis phase provides a clear understanding of what the automated ticket routing system must achieve. By analyzing functional and non-functional aspects, the foundation is laid for a robust ServiceNow implementation. The system is expected to enhance efficiency, ensure accurate ticket routing, improve team collaboration, and deliver faster resolution times.

