**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 30 June 2025 |
| Team ID | LTVIP2025TMID30156 |
| Project Name | Educational Organisation Using ServiceNow |
| Maximum Marks | 4 Marks |

**Functional Requirements:**

The following functional requirements define how users interact with the **ServiceNow-based educational support system**, focusing on onboarding, access, and service engagement.

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| **FR No.** | **Functional Requirement (Epic)** | **Sub Requirement (Story / Sub-Task)** |
| FR-1 | User Registration | Registration via student ID/email and form  - Gmail-based university SSO login - LinkedIn login for alumni access |
| FR-2 | User Confirmation | Confirmation via Email  Confirmation via OTP |
| FR-3 | Ticket Submission | Raise academic support ticket   * Raise IT service ticket * Attach supporting documents for requests |
| FR-4 | Dashboard & Notification | Student dashboard to view submitted tickets  - Real-time ticket status alerts - Academic calendar & deadline notifications |

**Non-functional Requirements:**

These requirements ensure the **ServiceNow system** maintains performance, security, and scalability across the educational institution.

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| **FR**  **No.** | **Non-Functional**  **Requirement** | **Description** |
| NFR-1 | **Usability** | Interface must be intuitive for students, faculty, and admin users |
| NFR-2 | **Security** | Role-based access, encrypted login, and secure data storage via ServiceNow |
| NFR-3 | **Reliability** | System must ensure ≥99% uptime with robust error-handling |
| NFR-4 | **Performance** | Service requests should be logged and acknowledged within  3 seconds |
| NFR-5 | **Availability** | System should be accessible 24x7 across web and mobile platforms |
| NFR-6 | **Scalability** | Must support onboarding of new departments, campuses, or academic years |