

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	01 November 2025
Team ID	NM2025TMID08447
Project Name	Laptop Request Catalog Item
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	Catalog Item Creation	Create a new Laptop Request catalog item in ServiceNow for employees.
FR-2	Dynamic Form Design	Add dynamic fields (e.g., laptop type, purpose, duration) that show or hide based on user input.
FR-3	Form Validation	Validate required fields and ensure accurate input before submission.
FR-4	Reset Functionality	Include a “Reset” button to clear all form fields for a fresh start.
FR-5	Approval Workflow	Route submitted requests to the reporting manager for approval or rejection.
FR-6	Change Tracking & Governance	Record all updates and actions for audit and deployment tracking.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog form should be simple, clear, and easy for employees to use.
NFR-2	Security	Only authenticated employees can submit requests; approval actions restricted to managers.
NFR-3	Reliability	The system must accurately save, validate, and track every request and its approval status.
NFR-4	Performance	Form submission and approval processing should occur without noticeable delays.
NFR-5	Availability	The catalog item should be accessible to users anytime within the ServiceNow portal.
NFR-6	Scalability	The catalog should handle a growing number of users and requests efficiently.
NFR-7	Auditability	All form actions (create, update, approve) must be logged for governance and compliance.