

REQUIREMENT ANALYSIS

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Team ID	NM2025TMID06036
Project name	Laptop Request Catalog Item Using ServiceNow

Introduction:

The Requirement Analysis phase is a crucial step in the development of the Laptop Request Catalog Item within ServiceNow. It focuses on identifying, understanding, and documenting the specific needs and expectations of users and stakeholders. The main goal of this phase is to ensure that the catalog item is designed to meet business objectives and provide a smooth, user-friendly experience for employees requesting laptops through the ServiceNow platform.

Objectives of this Phase:

- **Understand User Needs:**

Together and clearly understand the needs of employees or users who will use the Laptop Request Catalog item.

- **Define Functional Requirements:**

To identify what features and functions the catalog item must perform — for example, form fields, approval workflows, and notifications.

Types of Requirements:

You'll include two main types:

A. Functional Requirements

These define **what the system should do** — the core functions and features of the Laptop Request Catalog Item.

Examples:

- The user should be able to request a laptop through a catalog form.
- The form should capture details such as laptop type, purpose, department, and justification.
- An automated approval workflow should be triggered to the manager or IT team.
- Email or ServiceNow notifications should be sent at each stage(submission, approval, delivery).
- The request should automatically generate a record in the Asset Management module once approved.

B. Non-Functional Requirements

These specify how the system should perform and the quality aspects of the catalog item.

Examples:

- The form should load within 3 seconds (performance).
- The interface should be user-friendly and mobile-responsive (usability).
- Only authorized users can view or approve laptop requests (security).
- The system should be available 99% of the time (reliability).

System Requirements (Hardware, Software Needs):

Type	Requirement
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Hardware A laptop or desktop computer with stable internet connection

Software Web browser (Chrome/Edge)

Platform ServiceNow Developer Instance

Tools Flow Designer, Dashboard/Reports

Outcome of Requirement Analysis Phase:

The Requirement Analysis Phase produces key outputs that guide the design and development of the catalog item. These outcomes ensure that the system is built according to user and business needs.

