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

Template

Date	10 feb 2026
Team ID	LTVIP2026TMIDS75119
Project Name	Educational Organization using serviceNow
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution

FR No.	Functional Requirement	Sub-Tasks
FR-1	Student Request Submission	Submit request through portal / select category
FR-2	Login & Access	University login / role-based access
FR-3	Request Assignment	Auto-assign to department / manual reassignment
FR-4	Approval Workflow	Approve / reject request / add comments
FR-5	Notifications	Email & portal alerts to student & staff
FR-6	Status Tracking	Student tracks request / staff updates status
FR-7	Document Upload	Upload required documents / staff uploads response files

FR-8	History & Reports	View request history / admin exports reports

Non-functional Requirements:

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

NFR No.	Requirement	Description
NFR-1	Usability	Easy for students, faculty, and staff to use.
NFR-2	Security	Only authorized campus users can access data.
NFR-3	Reliability	Requests and records must process correctly.
NFR-4	Performance	Actions should be fast with no noticeable delay.
NFR-5	Availability	System accessible anytime for campus users.
NFR-6	Scalability	Supports growing number of users and services.