

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

Date	27 february 2026
Team ID	LTVIP2026TMIDS60356
Project Name	Educational Organisation Using Service Now
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	User Registration	Student registration form Faculty registration form Admin account creation
FR-2	User Authentication & Confirmation	Confirmation via Email Confirmation via OTP Role-Based Access Control (Student/Faculty/Admin)
FR-3	Admission Management	Submit admission application Admin approval / rejection workflow Admission status tracking
FR-4	Attendance Management	Faculty can mark attendance View attendance reports Low attendance alert generation
FR-5	Student Performance Management	Upload marks and grades Calculate total, percentage, GPA View semester-wise results
FR-6	Faculty Management	Manage faculty records Leave request submission & approval Workload allocation

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have an intuitive and user-friendly interface accessible to students, faculty, and administrators..
NFR-2	Security	Role-based access control must be implemented. Data must be encrypted and securely stored in ServiceNow.

NFR-3	Reliability	The system should operate without crashes and ensure accurate data processing and storage.
NFR-4	Performance	Dashboards and reports should load within 2–3 seconds under normal usage conditions.
NFR-5	Availability	The system should maintain at least 99% uptime for uninterrupted access.
NFR-6	Scalability	The platform should support increasing number of students, faculty, and campuses without performance degradation.