Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMIDO8585	EDUCATIONAL ORGANISATION USING SERVICE NOW	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution for the educational organization using ServiceNow.

- FR-1 Course Creation-Admin can create a new course through a form.
 Course details can be added manually or imported from academic systems.
- FR-2 Course Enrollment -Students and trainers can be enrolled in the course.
 Enrollment confirmation via system notification or email.
- FR-3 Course Deletion-Admin can request to delete a course.
- FR-4 Assignment Check -The system checks if the course is assigned to any active student or trainer before deletion.
- FR-5 Deletion Block-If the course is assigned, the system blocks deletion and shows a warning message.
- FR-6 Safe Deletion-If no active assignments exist, the system allows the course to be safely deleted.

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

Functional Requirements

1. FR-1 **Course Creation:**
   Admin can create a new course.
   Details can addec added manually or imported.

2. FR-2 **Course Enrollment**
   Students and trainers can be enrolled.
   Confirmation via system notifcation/email

3. FR-4 **Assignment Check**
   Delete a to a course

   System checks if course is assigned to active student/trainer

4. FR-5 **Deletion Block**
   If assigned, system blocks deletion & shows a warning

5. FR-6 **Safe Deletion**
   If no active assignments, system allows safe deletion

Non-Functional Requirements

1. NR-1 **Usability**
   Simple & intuitive interface for efficient efficient course management

2. NR-2 **Security**
   Only authorized admin users can delete management

3. NR-3 **Reliability**
   Only authorized alway verify course assigmants

4. NR-4 **Performance**
   System must always erify quickly without accurately

6. NR-6 **Availability**
   ServiceNOW-based system available at ttimes noattiable delays

6. NR-6 **Scalablity**
   Handles increasing number of courses, students, trainers without affeout affecting performance

Non-Functional Requirements:

Following are the non-functional requirements of the proposed solution to ensure performance, reliability, and scalability in the educational context.

- NFR-1 : Usability -The interface should be simple and intuitive for administrators to manage courses efficiently.
- NFR-2: Security-Only authorized admin users should have permission to delete courses.
- NFR-3: Reliability-The system must always verify course assignments accurately before performing deletion actions.
- NFR-4: Performance-The validation check for assigned students or trainers must execute quickly without noticeable delays.
- NFR-5:Availability-The ServiceNow-based system should be available at all times for admins to manage course records.
- NFR-6:Scalability-The solution should handle an increasing number of courses, students, and trainers without affecting system performance.