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

Date	27 OCT 2025
Team ID	NM2025TMID08741
Project Name	Educational Organisation Using ServiceNow
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 Management and Authentication	The system shall allow secure login for students, faculty, and staff using institutional credentials (e.g., SSO or LDAP).
FR-2	Student Service Management	The system shall enable students to submit various service requests (ID reissue, transcript, hostel, academic queries).
FR-3	IT Service Management (ITSM)	The system shall allow students and staff to log IT incidents (login, software, or device issues).
FR-4	HR Service Delivery (HRSD)	The system shall automate HR workflows for approvals and document verification.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system shall provide an intuitive and user-friendly interface for students, faculty, and staff. The system shall use clear language, forms, and navigation suitable for non-technical users.
NFR-2	**Security**	The system shall enforce authentication and authorization controls based on user roles.
NFR-3	**Reliability**	The system shall maintain reliable data storage with automated error-checking and validation.
NFR-4	**Performance**	The system shall process and respond to user requests within 3 seconds under normal load conditions.
NFR-5	**Availability**	The system shall provide continuous access to users with minimal downtime during maintenance.
NFR-6	**Scalability**	The system shall be scalable to accommodate increased users, data volume, and additional departments over time.