

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

Date	31 January 2025
Team ID	LTVIP2025TMID30162
Project Name	Laptop Request Catalog Item (ServiceNow Administration)
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	Laptop Request Form	Display fields for Laptop Model, Justification, and Accessories, Enable dynamic visibility for Accessories Details based on checkbox
FR-2	Form Validation	Enforce mandatory fields before submission
FR-3	Reset Functionality	Provide a Reset button to clear all form fields, Show alert message on reset action
FR-4	Request Routing & Storage	Store submitted requests in ServiceNow tables, Track requests for admin processing and status updates

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The form should be intuitive and user-friendly with guided inputs and real-time feedback.
NFR-2	Security	Only authenticated users should be able to submit laptop requests; data should be stored securely within the ServiceNow instance.
NFR-3	Reliability	The system must consistently perform under all defined conditions with minimal failures or errors.
NFR-4	Performance	

		Form load time and submission must be quick even when multiple users access it concurrently.
NFR-5	Availability	The form must be accessible to employees anytime during business hours via the ServiceNow portal.
NFR-6	Scalability	The solution must support future extensions like other hardware/software requests and approvals using the same catalog architecture.