

## Project Design Phase-II

### Solution Requirements (Functional & Non-functional)

|               |                             |
|---------------|-----------------------------|
| Date          | 02 November 2025            |
| Team ID       | NM2025TMID00163             |
| Project Name  | Laptop Request Catalog Item |
| 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   | Catalog Item Creation          | Admin creates a “Laptop Request” item in the Service Catalog.   |
| FR-2   | Variable Configuration         | Admin adds form fields – Laptop Model, Justification, Accessories, and Accessories Details.             |
| FR-3   | Dynamic Form Behavior          | System applies UI Policies to show “Accessories Details” only when “Additional Accessories” is checked. |
| FR-4   | UI Action                      | Allows user to reset the form instantly using a “Reset Form” button.                                    |
| FR-5   | Approval Workflow              | Submitted requests are sent to the IT department for approval and fulfillment.                          |
| FR-6   | Deployment and Version Control | All configurations are captured in an Update Set for exporting to another instance.                     |

## Non-Functional Requirements

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

| <b>NFR No.</b> | <b>Non-Functional Requirement</b> | <b>Description</b>  |
|----------------|-----------------------------------|---|
| NFR-1          | Usability                         | The form interface should be user-friendly and easy for employees to fill.              |
| NFR-2          | Security                          | Only authorized users can access or modify catalog items.                               |
| NFR-3          | Reliability                       | The catalog form must load correctly and maintain consistent performance.               |
| NFR-4          | Performance                       | Dynamic field visibility (UI Policy) should trigger instantly without lag.              |
| NFR-5          | Availability                      | The system should be available 24/7 via the ServiceNow cloud platform.                  |
| NFR-6          | Scalability                       | The catalog should handle increasing requests and variables without performance issues. |