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

Date	02 Nov 2025
Team ID	NM2025TMID00760
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
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 & Role Registration
- Registration via Form
- Registration via SSO/LDAP (e.g., Gmail/SSO)
- Role Assignment during/after Signup

FR-2 Access Control
- Access based on Role Permissions
- Restricted Feature Visibility

FR-3 Task Management
- Task Creation
- Task Assignment Based on Role
- Status Updates (In Progress, Done, On Hold)

FR-4 Notifications & Communication
- Status Change Alerts
- Role Change Notifications
- Task Feedback and Approval Flow
- Email & ServiceNow Notification Integration

Non-Functional Requirements:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple and intuitive interface for users to navigate roles, tasks, and workflows
NFR-2	Security	Role-based access, data encryption, ServiceNow ACLs, and secure authentication (SSO/LDAP)

NFR No.	Non-Functional Requirement	Description
NFR-3	Reliability	System should function consistently under defined conditions with audit tracking
NFR-4	Performance	Fast response time for workflows, user access checks, and task status updates (<3 sec)
NFR-5	Availability	99.9% uptime supported by ServiceNow cloud multi-instance architecture
NFR-6	Scalability	Ability to scale up for additional users, workflows, and advanced role/task complexity