

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

Date	02 Nov 2025
Team ID	NM2025TMID04960
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-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 seconds).
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.