

Solution Requirements(Functional&Non-Functional)

Date	2 November 2025
Team ID	NM2025TMID01594
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	Laptop Request Form	Employee can request a laptop through a catalog form.
FR-2	Dynamic Field Control	UI Policies dynamically show/hide or make fields mandatory based on user input (e.g., laptop type or urgency).
FR-3	Approval Workflow	Manager receives and approves/rejects the laptop request.
FR-4	Catalog Item Reset	A “Reset Form” UI Action clears entered data and restores default values.
FR-5	Request Submission	On submission, request details are stored in the ServiceNow catalog request table.
FR-6	Notification System	User receives confirmation notification after request submission or approval.
FR-7	Tracking Request	Employee can track the request status in the “My Requests” section.

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog form should be simple, intuitive, and responsive for all users.
NFR-2	Security	Only authenticated users can access and submit the laptop request form.
NFR-3	Reliability	The system must always validate form data correctly and ensure approval workflow consistency.
NFR-4	Performance	The form should load and submit requests quickly without lag.
NFR-5	Availability	The catalog item should be accessible 24/7 through the ServiceNow service portal.
NFR-6	Scalability	The system should handle multiple simultaneous requests without failure.
NFR-7	Maintainability	UI Policies and Business Rules should be modular for easy updates in future.