

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01749
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	5 Marks

## Functional Requirements

*Following are the functional requirements of the proposed solution.*

FR No.	Functional Requirement (Epic)	Sub-Requirement (Story / Sub-Task)
FR-1	<b>Student Request Management</b>	Students can submit leave, maintenance, or feedback requests through the ServiceNow portal.
FR-2	<b>Workflow Automation</b>	Admins can review, approve, or reject student and staff requests automatically using flow designer.
FR-3	<b>Admission Process Automation</b>	New admission applications can be submitted and processed online with approval routing and notifications.
FR-4	<b>Staff Request Handling</b>	Staff can raise internal service or maintenance requests, which are routed to the concerned department.
FR-5	<b>Dashboard and Reports</b>	Admins can view request statistics, track pending approvals, and generate performance reports.
FR-6	<b>Notifications and Alerts</b>	The system sends automated email or in-app notifications for request status updates.

## 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	<b>Usability</b>	The interface should be simple, interactive, and easy for students, staff, and admin users to operate.
NFR-2	<b>Security</b>	Only authenticated users (admin/staff/students) should have access to relevant modules.
NFR-3	<b>Reliability</b>	The system should ensure that all submitted requests are stored safely and processed without failure.
NFR-4	<b>Performance</b>	The system must process and update requests quickly without noticeable delay.
NFR-5	<b>Availability</b>	The ServiceNow application should be available anytime students or staff want to access or submit requests.
NFR-6	<b>Scalability</b>	The solution should handle an increasing number of users, requests, and workflows as the institution grows.