

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	Student Request Management	Students can submit leave, maintenance, or feedback requests through the ServiceNow portal.
FR-2	Workflow Automation	Admins can review, approve, or reject student and staff requests automatically using flow designer.
FR-3	Admission Process Automation	New admission applications can be submitted and processed online with approval routing and notifications.
FR-4	Staff Request Handling	Staff can raise internal service or maintenance requests, which are routed to the concerned department.
FR-5	Dashboard and Reports	Admins can view request statistics, track pending approvals, and generate performance reports.
FR-6	Notifications and Alerts	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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple, interactive, and easy for students, staff, and admin users to operate.
NFR-2	Security	Only authenticated users (admin/staff/students) should have access to relevant modules.
NFR-3	Reliability	The system should ensure that all submitted requests are stored safely and processed without failure.
NFR-4	Performance	The system must process and update requests quickly without noticeable delay.
NFR-5	Availability	The ServiceNow application should be available anytime students or staff want to access or submit requests.
NFR-6	Scalability	The solution should handle an increasing number of users, requests, and workflows as the institution grows.