Requirements Analysis

Date	
Team ID	LTVIP2025TMID28546
Project Name	LAPTOP REQUEST CATALOG ITEM
Maximum Marks	

Requirements Analysis for Laptop Request Catalog :

1.Project Objective:

To streamline and automate the process for employees to request laptops through the ServiceNow platform, eliminating delays, manual interventions, and communication gaps.

2. Stakeholders:

Role	Responsibility
Employees	Request laptops through the catalog item
IT Admin	Fulfill and manage requests
Manager/HR	Approve requests based on department rules
Developer	Design, configure, and maintain the workflow

3. Functional Requirements:

ID	Requirement Description
FR1	Create a Service Catalog Item named “Laptop Request”
FR2	Include dynamic form fields such as Laptop Type, Department, Required Date
FR3	Use UI Policies to show/hide fields based on user input
FR4	Add a "Reset Form" button using UI Action
FR5	Trigger approval flow based on the user’s department

FR6	Send notification to requester and approver at key stages
FR7	Export Update Set for migration to another instance
FR8	Ensure request tracking and visibility through My Requests

4. Non-Functional Requirements:

ID	Requirement Description
NFR1	The form should load within 3 seconds
NFR2	The workflow should not fail under normal user load
NFR3	Emails must be delivered within 10 seconds of triggering
NFR4	The form should be mobile-friendly and responsive
NFR5	All configuration should be captured within an update set for version control

5. Assumptions:

- All users have ServiceNow accounts with correct roles.
- Email configuration is set up in the instance.
- Each department has a defined manager in the system for approval routing.

6. Constraints:

- Limited access to modify core tables or scripts
- Email delivery depends on external SMTP configuration.
- Some features may vary slightly depending on the version of ServiceNow.

7. Expected Benefits:

- Reduced time in processing laptop requests.
- Improved transparency with automated tracking and approvals.
- Minimized manual errors and back-and-forth communication.