

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

Date	29 June 2025
Team ID	LTVIP2025TMID28890
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
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 Registration	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Course Management	Add New Course Update Course Details View Course Catalog Enroll in Course
FR-4	Student Information Management	Add/Edit Student Profile Upload Academic Documents View Academic History
FR-5	Issue / Request Management	Raise Ticket for Academic Issue Raise Ticket for IT/Infrastructure Issue Track Ticket Status Escalate Ticket
FR-6	Notifications and Alerts	Email Notification on Ticket Updates SMS Notification for Important Announcements Push Notifications on Mobile/Web

**Non-functional Requirements:**

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	<b>Security</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-3	<b>Reliability</b>	The application should consistently perform its intended functions under expected conditions with minimal errors or failures.

NFR-4	<b>Performance</b>	The system should load dashboards and respond to user actions within 3 seconds during peak academic activity.
NFR-5	<b>Availability</b>	The platform should maintain at least 99.9% uptime to support 24/7 access to academic services.
NFR-6	<b>Scalability</b>	The solution should support increasing numbers of users and data as the institution grows without performance degradation.

SmartintenzSalesforce | Table | ServiceNowServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D5bfe10bf883d2aa102e10b0d56ead3c2%26sysparm\_record\_target%3Dsys\_db\_object%26sysparm...

servicenowAll Favorites History Workspaces AdminTable - Salesforce

Table SalesforceDelete UpdateDelete All Records

\* Label SalesforceApplication Global

\* Name u\_salesforceRemote Table

ColumnsControlsApplication Access

Table Columnsfor textSearch1 to 15 of 15New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated by	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(Number Padded());	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Student Name	String	(empty)	40		false
Admin Date	Date	(empty)	40		false
Father Cell	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Is Inactive	Integer	(empty)	40		false

Smartintenz x Admission | Table | ServiceNow x ServiceNow Developers x +

dev337531.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D09250bfc83d2aa102e10b0d8faad3a5%26sysparm\_record\_target%3Dsys\_db\_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Admission Search

Table Admission Delete Update Delete All Records

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 29 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X House No	String	(empty)	40		false
X Area	String	(empty)	40		false
X Admission Number	Reference	Salesforce	32		false
X City	String	(empty)	40		false
X Purpose of Join	Choice	(empty)	40		false
X School Area	Choice	(empty)	40		false
X Fee	Price	(empty)	20		false
Sys ID	Sys ID (GUID)	(empty)	32		false
X Mandal	String	(empty)	40		false
X Pincode	Choice	(empty)	40		false
X District	String	(empty)	40		false
X School	Choice	(empty)	40		false
X Comments	String (Full UTF-8)	(empty)	255		false
X Admin Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

Smartintenz x Student Progress | Table | ServiceNow Developers x +

dev337531.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D2ca83f8316aa102e10b0d8faad332%26sysparm\_record\_target%3Dsys\_db\_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Student Progress Search

Table Student Progress Delete Update Delete All Records

Columns Controls Application Access

Table Columns for text Search 1 to 15 of 16 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
X English	String	(empty)	40		false
Updates	Integer	(empty)	40		false
X Admission Number	Reference	Salesforce	32		false
Updated by	String	(empty)	40		false
X Science	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
X Hindi	String	(empty)	40		false
X Maths	String	(empty)	40		false
X Total	String	(empty)	40		false
X Social	String	(empty)	40		false
X Telugu	String	(empty)	40		false
Created by	String	(empty)	40		false
X Result	String	(empty)	40		false
X Percentage	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

The screenshot shows the ServiceNow interface for an 'Update Set - Educational Organisation'. The form contains the following fields and values:

Field	Value
Name	Educational Organisation
State	In progress
Parent	
Release date	
Install date	
Installed from	
Description	
Application	Global
Created	2025-06-20 08:11:17
Created by	admin
Merged to	

At the bottom left, there is an 'Update' button. At the bottom right, under 'Related Links', there are three links: 'Make This My Current Set', 'Merge With Another Update Set', and 'Scan Update Set'.

Reference:

1. <https://drive.google.com/file/d/1IzVVQnDpZmRq0uJ0xwMRO5KdPn0Fr7N-/view?usp=sharing>
2. [GitHub - balasadidevaki/educational-organization-using-service-now](https://github.com/balasadidevaki/educational-organization-using-service-now)
3. [https://dev337531.servicenow.com/now/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3D4a733dfa830622102e10b0d6feaad31f](https://dev337531.servicenow.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D4a733dfa830622102e10b0d6feaad31f)