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

Date	31 January 2026
Team ID	LTVIP2026TMIDS65560
Project Name	Educational Organization 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	User Login	Login using email and password Secure authentication Password reset option
FR-4	Student Management	View student profile Update student details Track academic progress
FR-5	Course Management	View course details Manage course information Course enrollment
FR-6	Service Request Management	Submit academic requests Track request status Request approval workflow

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	The system should provide a user-friendly interface that is easy to learn and use.
NFR-2	**Security**	User data should be protected using authentication, authorization, and data encryption.
NFR-3	**Reliability**	The system should function correctly without failures and maintain data accuracy.
NFR-4	**Performance**	The system should respond quickly and handle multiple users efficiently.

NFR-5	**Availability**	The system should be available 24/7 with minimal downtime.
NFR-6	**Scalability**	The system should handle increasing users and data without performance issues.

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No. Functional Requirement (Epic) Sub Requirement (Story / Sub-Task)

FR-1 Table Creation & Form Design Create Salesforce, Admission, and Progress Tables with defined fields. Configure form layouts for easy data input.

FR-2 Student Admission Process Enter student & parent details, generate Admin Number automatically. Add default admission status choices.

FR-3 Student Academic Progress Enter subject-wise marks,auto-calculate total and percentage. Determine result based on percentage.

FR-4 Client Scripts Automation Auto-fill details from admission reference. Auto-fill address based on Pincode.

FR-5 Admission Status Flow Process flow with stages: New → Joined → Rejected → Rejoined → Closed.

FR-6 Final Reporting Display student report with all fields populated via scripts.

Non-functional Requirements:

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

FR No. Non-Functional Requirement Description

NFR-1 Usability The forms are user-friendly and designed using form layout and design tools to allow smooth data entry.

NFR-2 Security Only authorized users (admins) can create/update records in the tables;data protected via ServiceNow roles.

NFR-3 Reliability The update sets and client scripts consistently execute the same logic without failure.

NFR-4 Performance System performs validations and script executions quickly without lag.

NFR-5 Availability Accessible 24/7 via the ServiceNow developer instance with minimal downtime.

NFR-6 Scalability Can be extended with additional tables or modules to manage staff data, fee records, or transport details.