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

Date	01 November 2025
Team ID	NM2025TMID04724
Project Name	Laptop Request Catalog Item
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	Catalog Item Creation	Admin creates a "Laptop Request" item in the Service Catalog.
FR-2	Variable Configuration	Admin adds form fields – Laptop Model, Justification, Accessories, and Accessories Details.
		System applies UI Policies to show "Accessories

FR-3	Dynamic Form Behavior	Details" only when "Additional Accessories" is checked.
FR-4	UI Action	Allows user to reset the form instantly using a "Reset Form" button.
FR-5	Approval Workflow	Submitted requests are sent to the IT department for approval and fulfillment.
FR-6	Deployment and Version Control	All configurations are captured in an Update Set for exporting to another instance.

Non-Functional Requirements

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The form interface should be user-friendly and easy for employees to fill.
NFR-2	Security	Only authorized users can access or modify catalog items.
NFR-3	Reliability	The catalog form must load correctly and maintain consistent performance.
NFR-4	Performance	Dynamic field visibility (UI Policy) should trigger instantly without lag.

NFR-5 Availability	The system should be available 24/7 via the ServiceNow cloud platform.
NFR-6 Scalability	The catalog should handle increasing requests and variables without performance issues.