

REQUIREMENT ANALYSIS

SOLUTION REQUIREMENT:

TEAM ID	LTVIP2025TMID30783
PROJECT NAME	LAPTOP REQUEST CATALOG ITEM

Functional Requirements:

Following are the functional requirements:

FR NO	FUNCTIONAL REQUIREMENT	SUB REQUIREMENT
FR-1	UPDATE SET	To add a laptop request catalog item to an update set, you can either create a new update set and manually add the catalog item records or utilize the automatic update set creation when using the Catalog Builder.
FR-2	SERVICE CATALOG ITEM	To create a catalog item for laptop requests ServiceNow, you need to define the item details, variables, workflows, and associated tasks.
FR-3	UI POLICY	A UI policy for a laptop request catalog item in ServiceNow allows you to

		dynamically control the visibility, mandatory status,and read-only properties of variables based on user input or other conditions.
FR-4	UI ACTION	A UI policy for a laptop request catalog item inServiceNow allows you to dynamically control the visibility, mandatory status,and read-only properties of variables based on user input or other conditions.
FR-5	EXPORT UPDATE SET	To export an update set for laptop request catalog item ServiceNow, you'll first need to ensure the catalogitem and its associated updates are captured within a specific update set. Then,you can export that updateset as an XML file and import it into another instance.

FR-6	LOGIN ANOTHER INSTANCE	To login to another ServiceNow instance and access a laptop request catalog item, you'll first need to obtain the URL for the target instance, along with login credentials (username and password)for a user with access to the catalog item.
FR-7	TESTING	To effectively test a laptop request catalog item inServiceNow, you should create a test case that covers various aspects, including the user interface, workflow,and fulfillment process.

Non- Functional Requirements:

Following are the non- functional requirements:

FR NO	NON- FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR-1	USABILITY	To enhance the usability of a laptop request catalog item,focus on

		clarity, ease of use, and providing helpful information.
NFR-2	SECURITY	A laptop security request catalog item should include options for security features like full disk encryption, malware protection, and VPN access, as well as options for hardware security features like a Kensington lock.
NFR-3	RELIABILITY	To enhance the reliability of a laptop request catalog item, focus on clear definition, automation, and integration with other processes.
NFR-4	PERFORMANCE	When requesting a laptop through a catalog item, it is important to specify performance requirements to ensure the device meets the user's need.

NFR-5	AVAILABILITY	To determine availability for laptop request catalog item ServiceNow, you need to check the item's availability settings within the Service Catalog.
NFR-6	SCALABILITY	To ensure scalability for laptop request catalog item ServiceNow, focus on efficient workflows, modular design, and automated process.