

Solution Requirements

Date	04/11/2025
Team id	NM2025TMID02589
Project name	Laptop Request Catalog Item
Maximum mark	5 Marks

Solution Requirements (Functional & Non-functional) Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Item Access	User can find and open the "Laptop Request" item in the service catalog.
FR-2	Laptop Selection	User can view available laptop models (e.g., Standard, Pro, Lightweight). User must select one model. User can see the specifications and cost for each model.
FR-3	Request Details	User must provide a business justification for the request. User can specify required software to be pre-installed.
FR-4	Submission & Workflow	User can submit the completed request form. System automatically routes the request to the user's manager for approval.

FR-5	Approval Process	<p>Manager can approve or reject the request.</p> <p>Manager can add comments to the approval/rejection.</p>
------	------------------	--

FR-6	Fulfillment & Notification	<p>Upon approval, a task is created for the IT hardware team for fulfillment.</p> <p>User receives email notifications on submission, approval, and completion.</p>
------	----------------------------	---

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NF R-1	Usability	The request form should be clear and easy for any employee to fill out in under 5 minutes.
NF R-2	Security	Only authenticated users can submit requests. Approvals can only be made by designated managers.
NF R-3	Reliability	The approval workflow must trigger correctly every time. No submitted requests should be lost.
NF R-4	Performance	The catalog item and its options (laptop models, specs) must load within 3 seconds.
NF R-5	Availability	The service catalog should be available 24/7 for users to submit requests.
NF R-6	Scalability	The system must handle a high volume of requests (e.g., during a company-wide hardware refresh) without performance loss.