

Solution Requirements

Date	01 November 2025
Team ID	NM2025TMID02606
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Functional Requirements

FR No.	Requirement	Requirement Description
FR-1	Student Data Management	The system shall allow administrators to add, update, and delete student and teacher records.
FR-2	Admission Workflow	The system shall automate the admission process with approval workflows in ServiceNow.
FR-3	Progress Tracking	The system shall enable teachers to enter marks and calculate total and percentage automatically.
FR-4	Notifications	The system shall notify users (admin/teacher) upon admission approval or result update.
FR-5	Dashboard Reporting	The system shall generate dashboards showing student progress and admission statistics.
FR-6	Unique Identification	The system shall ensure each record has a unique identifier for tracking and reporting.

Non-Functional Requirements

NFR No.	Requirement	Requirement Description
NFR-1	Security	The system should ensure data security and privacy of student and teacher records.
NFR-2	Scalability	The platform should be scalable to accommodate growing data from multiple departments.
NFR-3	Availability	The system should maintain high availability and uptime for smooth operations.
NFR-4	Usability	The interface should be user-friendly, requiring minimal training for users.
NFR-5	Performance	The application should ensure quick response times for all user requests.