

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

Date	01 November 2025
Team ID	NM2025TMID02757
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Solution Requirements:

Date	01 November 2025
Team ID	[Your Team ID]
Project Name	ServiceNow Laptop Request Catalog Item
Maximum Marks	[Your Marks]

Functional Requirements :

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Item Creation	Create form for laptop requests in ServiceNow

FR-2	Field Display & Validation	Show/hide relevant fields dynamically; validate data before submission
FR-3	Submission & Tracking	Store and track each request; view status updates
FR-4	Asset Selection	Allow user to pick laptop model/type and request accessories
FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-5	Form Reset & Feedback	Option to clear the form; show real-time validation feedback
FR-6	Deployment Controls	Use update sets for moving catalog item across environments

Non-functional Requirements :

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be intuitive and easy for all users

NFR-2	Security	Only authenticated users can request laptops
NFR-3	Reliability	Workflow must always route requests correctly, with accurate data
NFR-4	Performance	Form and dynamic features should load/respond quickly
NFR-5	Availability	Catalog item should be accessible 24/7 for employees
NFR-6	Scalability	Solution must support increased requests and more asset types as needed