

## Project Design Phase-II - Solution Requirements

Date	02 November 2025
Team ID	NM2025TMID03898
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	Update Set Management	Create local update set Set update set as current Track all configuration changes
FR-2	Service Catalog Item Creation	Create catalog item under Hardware category Configure catalog item details Save catalog item form
FR-3	Variable Configuration	Add Laptop Model variable (single-line text) Add Justification variable (multi-line text) Add Additional Accessories checkbox Add Accessories Details variable (multi-line text)
FR-4	UI Policy Implementation	Create catalog UI policy with condition Configure when additional_accessories = true Set accessories_details as mandatory and visible
FR-5	UI Action Creation	Create UI action on shopping cart table Implement form reset script Clear all form fields on button click
FR-6	Update Set Deployment	Export update set to XML Import update set to target instance Preview and commit update set
FR-7	Testing and Validation	Test catalog item visibility Test UI policy conditional behavior Test form reset functionality

### Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.<sup>[7]</sup>

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog item interface should be simple and intuitive for employees to request laptops
NFR-2	Security	Only authorized users should access the catalog item based on ServiceNow roles
NFR-3	Reliability	The UI policy must consistently show/hide fields based on checkbox selection
NFR-4	Performance	Form field visibility changes must happen instantly without page reload
NFR-5	Availability	The catalog item should be available 24/7 through the service catalog

NFR-6	Scalability	The solution should handle multiple concurrent laptop requests without performance degradation
NFR-7	Maintainability	Update sets should enable easy deployment and version control across instances