

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

|               |                             |
|---------------|-----------------------------|
| Date          | 31 October 2025             |
| Team ID       | NM2025TMID03221             |
| 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     | Sub Requirements   |
|--------|----------------------------|--|
| FR-1   | Laptop Request Form Access | Access the 'Laptop Request' form through the Service Catalog<br>View all available hardware categories<br>Select the "Laptop Request" option |
| FR-2   | Information Entry          | Enter laptop model details in the provided field<br>Provide justification for the request<br>Select if additional accessories are required   |
| FR-3   | Conditional Fields         | When "Additional Accessories" is checked, an "Accessories Details" field should appear<br>Hide this field when not selected                  |
| FR-4   | Form Control               | Option to reset the form and clear all fields instantly<br>Confirmation message displayed after reset  |
| FR-5   | Request Submission         | Submit the completed form successfully<br>Receive confirmation that the request was submitted  |
| FR-6   | Request Tracking           | View submitted requests and monitor approval status<br>Receive updates when the request is approved or processed                             |

**Non-Functional Requirements:**

Following are the non-functional requirements of the proposed solution

| <b>NFR No.</b> | <b>Non-Functional Requirement</b> | <b>Description</b>   |
|----------------|-----------------------------------|--|
| <b>NFR-1</b>   | Usability                         | The form should be simple, well-organized, and easy for any employee to understand and complete.             |
| <b>NFR-2</b>   | Accessibility                     | Users should be able to access the catalog form from any device through the ServiceNow portal.               |
| <b>NFR-3</b>   | Performance                       | The form should load quickly and respond instantly to user inputs such as checkbox selections or resets.     |
| <b>NFR-4</b>   | Reliability                       | All entered information should be saved accurately, and submissions should not fail during busy hours.       |
| <b>NFR-5</b>   | Feedback                          | Users should receive on-screen confirmation or email alerts after successful form submission.                |
| <b>NFR-6</b>   | Availability                      | The service catalog should be available at all times, ensuring employees can raise requests whenever needed. |