

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 View all available hardware categories Select the “Laptop Request” option
FR-2	Information Entry	Enter laptop model details in the provided field Provide justification for the request Select if additional accessories are required
FR-3	Conditional Fields	When “Additional Accessories” is checked, an “Accessories Details” field should appear Hide this field when not selected
FR-4	Form Control	Option to reset the form and clear all fields instantly Confirmation message displayed after reset
FR-5	Request Submission	Submit the completed form successfully Receive confirmation that the request was submitted
FR-6	Request Tracking	View submitted requests and monitor approval status Receive updates when the request is approved or processed

Non-Functional Requirements:

Following are the non-functional requirements of the proposed solution

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