

Project Design Phase-II
Solution Requirements

Date	02 November 2025
Team ID	NM2025TMID03045
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Course Management	Add New Course Update Course Details View Course Catalog Enroll in Course
FR-4	Student Information Management	Add/Edit Student Profile Upload Academic Documents View Academic History
FR-5	Issue / Request Management	Raise Ticket for Academic Issue Raise Ticket for IT/Infrastructure Issue Track Ticket Status Escalate Ticket
FR-6	Notifications and Alerts	Email Notification on Ticket Updates SMS Notification for Important Announcements Push Notifications on Mobile/Web

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	Security	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.

NFR-3	Reliability	The application should consistently perform its intended functions under expected conditions with minimal errors or failures.
NFR-4	Performance	The system should load dashboards and respond to user actions within 3 seconds during peak academic activity.
NFR-5	Availability	The platform should maintain at least 99.9% uptime to support 24/7 access to academic services.
NFR-6	Scalability	The solution should support increasing numbers of users and data as the institution grows without performance degradation.

SmartinternzSalesforce | Table | ServiceNowServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D0bf10bf883d2aa102e10b0d6faad3c2%26sysparm_record_target%3Dsys_db_object%26sysparm_...

servicenowAllFavoritesHistoryWorkspacesAdminTable - Salesforce

Search

DeleteUpdateDelete All Records

* Label SalesforceApplication Global

* Name u_salesforceRemote Table

ColumnsControlsApplication Access

Table Columnsfor textSearch1 to 15 of 15New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updated by	String	(empty)	40		false
Mother Name	String	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Student Name	String	(empty)	40		false
Admin Date	Date	(empty)	40		false
Father Cell	String	(empty)	40		false
Mother Cell	String	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Indicates	Integer	(empty)	40		false

Smartinternz | Admission | Table | ServiceNow | ServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D009250bfc83d2aa102e10b0d6feaad3a5926sysparm_record_target%3Dsys_db_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Admission

Table Admission

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 29

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
House No	String	(empty)	40		false
Area	String	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
City	String	(empty)	40		false
Purpose of Join	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Fee	Price	(empty)	20		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
District	String	(empty)	40		false
School	Choice	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
Admin Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

Smartinternz | Student Progress | Table | ServiceNow | ServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D2ca83f48316aa102e10b0d6feaad332%26sysparm_record_target%3Dsys_db_object%26sysparm...

servicenow All Favorites History Workspaces Admin Table - Student Progress

Table Student Progress

Columns Controls Application Access

Table Columns for text Search

1 to 15 of 16

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
English	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Updated by	String	(empty)	40		false
Science	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Hindi	String	(empty)	40		false
Maths	String	(empty)	40		false
Total	String	(empty)	40		false
Social	String	(empty)	40		false
Telugu	String	(empty)	40		false
Created by	String	(empty)	40		false
Result	String	(empty)	40		false
Percentage	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Insert a new row...

Smartinternz | Educational Organisation | Update Set | ServiceNow Developers

dev337531.service-now.com/now/nav/ui/classic/params/target/sys_update_set.do%3Fsys_id%3Dc1314bb883d2aa102e10b0d6feaad3e8%26sysparm_record_target%3Dsys_update_set%26sysparm...

servicenow All Favorites History Workspaces Admin Update Set - Educational Organisation

Update Set Educational Organisation

Update

* Name Educational Organisation

State In progress

Parent

Release date

Install date

Installed from

Description

Application Global

Created 2025-06-20 08:11:17

Created by admin

Merged to

Update

Related Links

[Make This My Current Set](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Reference:

https://dev340899.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Db66abc0c3c5321041687405e40131c2