

**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	<b>Usability</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.
NFR-2	<b>Security</b>	The system should have a user-friendly interface for students, faculty, and admins with intuitive navigation and accessibility features.

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

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
Unitates	Integer	(empty)	40		false

Smartinternz | Admission Table | ServiceNow | ServiceNow Developers

### Table - Admission

Table: Admission

Columns Controls Application Access

Table Columns for text Search

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 Developers

### Table - Student Progress

Table: Student Progress

Columns Controls Application Access

Table Columns for text Search

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 | ServiceNow Developers

### Update Set - Educational Organisation

Update Set: Educational Organisation

* 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/nav/ui/classic/params/target/ui\\_page.do%3Fsys\\_id%3Db66abc0c3c5321041687405e40131c2](https://dev340899.service-now.com/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3Db66abc0c3c5321041687405e40131c2)