

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	31 January 2025
Team ID	LTVIP2025TMID56024
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

The following functional requirements define how users interact with the **ServiceNow-based educational support system**, focusing on onboarding, access, and service engagement.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration via student ID/email and form - Gmail-based university SSO login - LinkedIn login for alumni access
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP
FR-3	Ticket Submission	Raise academic support ticket - Raise IT service ticket - Attach supporting documents for requests
FR-4	Dashboard & Notification	Student dashboard to view submitted tickets - Real-time ticket status alerts - Academic calendar & deadline notifications

Non-functional Requirements:

These requirements ensure the **ServiceNow system** maintains performance, security, and scalability across the educational institution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface must be intuitive for students, faculty, and admin users
NFR-2	Security	Role-based access, encrypted login, and secure data storage via ServiceNow
NFR-3	Reliability	System must ensure $\geq 99\%$ uptime with robust error-handling
NFR-4	Performance	Service requests should be logged and acknowledged within 3 seconds
NFR-5	Availability	System should be accessible 24x7 across web and mobile platforms
NFR-6	Scalability	Must support onboarding of new departments, campuses, or academic years