

TEAM ID: NM2025TMID03458

TITTLE: EDUCATIONAL ORGANIZATION USING SERVICENOW

Requirement Analysis

1. Introduction

Requirement analysis is the process of identifying, documenting, and validating the needs of stakeholders to ensure the ServiceNow platform is implemented effectively in an educational organization. It helps align ServiceNow features with institutional goals such as workflow automation, service desk operations, and campus digital transformation.

2. Objectives of Requirement Analysis

- Understand institutional needs and service challenges
- Identify modules and workflows required in ServiceNow
- Define user roles (students, faculty, admin, IT staff)
- Determine integration needs with existing systems (LMS, email, student portal)
- Establish performance and security requirements
- Ensure scalability for future digital services

3. Stakeholders

Category	Role in Requirement Gathering
Students	Request services, raise incidents
Faculty & Staff	Submit academic/administrative requests
IT Department	Manage service catalog, helpdesk, automation
Administrative Office	Manage admission, attendance, facilities
Management	Define policy, approve budgets & workflows

4. Functional Requirements

Area	Requirement
Service Desk	Ticket submission, tracking, and escalation

Area	Requirement
Self-Service Portal	Student/Staff portal for requests (admission queries, ID card requests, hostel services, certificates, IT issues)
Workflows & Automation	Auto-assignment, approvals, notifications, SLA tracking
Knowledge Base	FAQs for campus tech, academic queries
Asset & Device Management	Track lab devices, computers, library systems
Feedback System	Feedback on service resolution & student support
Integration	LMS (Moodle/Canvas), Email, ERP, Library system

5. Non-Functional Requirements

Requirement	Description
Security	Role-based access, student data privacy
Scalability	Support increasing number of users & requests
Usability	Simple UI for non-technical users
Availability	24/7 portal access for students
Performance	Fast ticket processing & response time

6. Data Requirements

- Student information (ID, course, department)
- Faculty & staff information
- Service request history
- Asset inventory & lab equipment data
- Campus facility records (hostel, library, transport)
- Document attachments (ID proofs, forms, certificates)

7. System Requirements

Category	Requirement
Platform	ServiceNow SaaS
Devices	Desktop, laptop, mobile (responsive portal)
Network	Stable internet connection, secure campus Wi-Fi
User Access	Username & password, Single Sign-On (SSO) optional

8. Risk Analysis

Risk	Mitigation
Data privacy issues	Encryption & access control
Adoption resistance	Training workshops for users
System integration complexity	API planning & phased rollout

9. Expected Outcome

- Streamlined campus workflows
- Faster student support services
- Digital record keeping and transparency
- Enhanced communication between departments
- Improved IT service management & automation

Conclusion

Requirement analysis ensures that ServiceNow implementation in an educational organization aligns with academic and administrative needs. By understanding user expectations, integration demands, and automation opportunities, the institution can create a seamless, digitally-empowered campus service environment.