

Project Design Phase-II

Solution Requirements

Date	02-11-2025
Team ID	NM2025TMID02428
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

The following are the functional requirements of the proposed solution.

FR No.	Functional Requirement	Description
FR1	User Authentication	The system should enable students, teachers, and administrators to securely log in using unique credentials.
FR2	Student Registration	Students are able to register for courses and submit their information online.
FR3	Fee Management	The system must support fee payment tracking and automatic receipt generation.
FR4	Attendance Management	Teachers must be able to record and update student attendance.
FR5	Performance Tracking	The system must capture and analyse students' marks and grades.
FR6	Notifications and Alerts	Automatic email and SMS notifications should be sent for deadlines, exams, and announcements.
FR7	Report Generation	Generate academic performance and attendance reports for each student.
FR8	Role-Based Access Control	Different user roles (Admin, Teacher, Student) must have distinct privileges.
FR9	Dashboard Visualization	Display analytics and summaries (e.g., attendance %, academic progress) on dashboards.
FR10	Data Backup & Restore	The system should provide data backup and ensure easy recovery in the event of a failure.

Non-Functional Requirements:

The following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR1	Performance	The system must process and respond to user requests within 2 seconds under normal operating conditions.
NFR2	Scalability	The system should accommodate growing numbers of users and data without any degradation in performance.
NFR3	Security	All user data must be encrypted, and role-based access control should be implemented for sensitive information.
NFR4	Reliability	Ensure 99% uptime and consistent service availability.
NFR5	Usability	The interface should be user-friendly and intuitive for both students and faculty.
NFR6	Maintainability	The system must support easy updates and maintenance using ServiceNow platform tools.
NFR7	Portability	The application must be accessible through both web browsers and mobile devices.
NFR8	Data Integrity	Prevent unauthorized modification or deletion of records.
NFR9	Compliance	Must comply with institutional and educational data standards (like FERPA).
NFR10	Backup & Recovery	Perform automatic daily data backups and enable rapid recovery in the event of a system failure.