REQUIREMENT ANALYSIS

Date	01-11-2025
Team ID	NM2025TMID01678
Project Name	Educational Organization

INTRODUCTION:

The requirement gathering phase is one of the most important parts of the project. In this phase, our team identified and listed all the needs of the system before starting the actual design and development. The main goal is to clearly understand what the "**Educational Organization**" system should do and how it should perform on the ServiceNow platform

OBJECTIVES OF THIS PHASE:

1. **Identify Stakeholder Needs**
   Understand the expectations, challenges, and goals of key stakeholders—including students, faculty, admissions staff, and IT teams—to ensure the solution aligns with their real-world needs.

2. **Define Functional and Non-Functional Requirements**
   Clearly document what the system must do (e.g., automate admissions, track student progress) and how it should perform (e.g., speed, security, usability).

3. **Map Current Processes and Pain Points**
   Analyse existing workflows and systems to identify inefficiencies, redundancies, and gaps that the new solution should address.

4. **Establish Integration Requirements**
   Determine how Salesforce and ServiceNow will communicate, what data needs to flow between them, and what APIs or middleware are required.

5. **Set Scope and Priorities**
   Define the project boundaries, prioritize features based on impact and feasibility, and align expectations across departments.

6. **Create a Baseline for Design and Testing**
   Provide a clear foundation for system design, development, and performance testing by documenting validated and approved requirements.

TYPES OF REQUIREMENTS:

A. Functional Requirements (What the system will do):

1. Admission Entry:
- The system must allow users to add daily Admission using a Student form.
- Each record should include Admission number, Student Name, Fees, Father Name, Mother Name, Father Cell, Mother Cell.

2. Admission Storage:
- The system should store all records in the Admission Table.

3. Students' progress entry:
- The system must allow users to add daily student Progress using a student marks and performance chart.

4. Students' progress Storage:
- The system should store all records in the Student Progress Table.

5. Salesforce Entry:
- Shows the students details that same as the admission tables.

6. Salesforce Storage:
- The system should store all records in the Salesforce Table.

B. Non-Functional Requirements (How the system should work):

These describe the quality and performance of the system.

Examples for your project:

1. Usability:

The system should be simple and easy to use for all family members.

2. Performance:

The system should quickly save and retrieve expense data.

3. Reliability:

Data should be stored safely and remain available at all times.

4. Security:

Only authorized users (family members) should have access.

5. Scalability:

The system should handle data for multiple months or years.

6. Maintainability:

It should be easy to update or add new features in the future.

SYSTEM REQUIREMENTS (HARDWARE & SOFTWARE NEEDS):

TYPE	REQUIREMENT
Hardware	A laptop or desktop computer with stable internet connection
Software	Web browser (Chrome/Edge)
Platform	ServiceNow Developer Instance
Tools	Flow Designer, Dashboard/Reports
Users	Admin (family head) and Family Members

OUTCOME OF REQUIREMENT ANALYSIS PHASE:

After collecting and analysing all requirements, the team now has a clear understanding of what features the "Educational Organization" system must include.

These requirements will serve as the foundation for the next stage **the Design Phase** where the structure and interface of the system will be created.