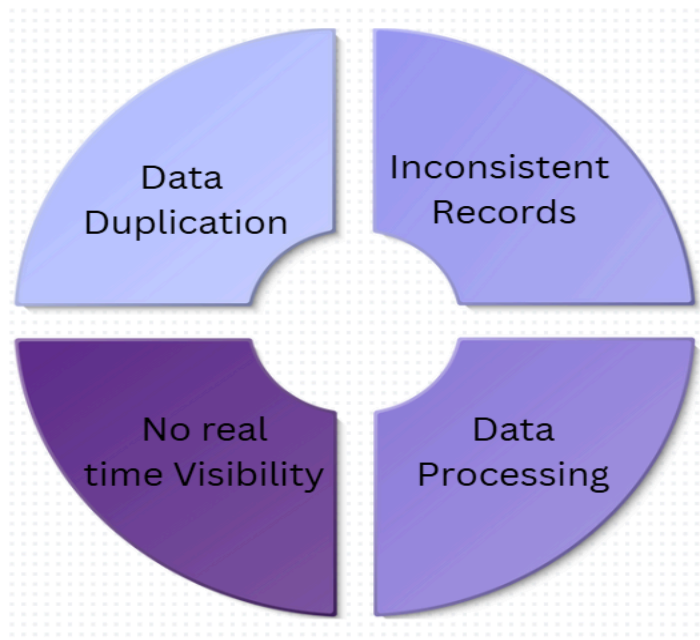


Requirement Analysis Phase Document

Date	2 November 2025
Team ID	NM2025TMID04318
Project Name	Educational Organisation using Service Now

1. Problem Statement

Educational institutions currently manage student admissions and academic progress using disconnected methods — paper forms, Excel sheets, or legacy software. This leads to:



- **Data duplication** (e.g., student name entered in multiple places)
- **Delayed processing** of applications
- **Inconsistent records** (e.g., parent contact missing in progress tracking)
- **No real-time visibility** for students or staff

Without a unified system, institutions struggle to scale, ensure accuracy, or provide timely feedback.

2. Objective

To define clear, actionable requirements for a ServiceNow-based Educational Management System (EMS) that:

- Digitizes the admission process

- Enables academic progress tracking
- Links student records across modules using reference fields
- Provides a foundation for future automation (approvals, notifications, reports)

3. Stakeholder Identification

Stakeholder	Role	Key Needs
Students	End User	Submit applications, view admission status, see grades
Admission Officers	Approver	Review documents, approve/reject requests, assign IDs
Faculty	Data User	View enrolled students, update subject scores

4.Functional Requirements:

ID	REQUIREMENT	DESCRIPTION
FR-01	Create Admission Record	Capture: Student Name, Grade, Parent Contacts, Documents
FR-02	Auto-Generate Admission Number	Unique ID likeADM-001,ADM-002
FR-03	Link Progress to Admission	Use Reference Field to connect u_student_progress → u_admission
FR-04	Display Admission Data on Progress Form	Show: Grade, Student Name, Father Cell via
FR-05	Validate Input	Phone = 10 digits, Email = valid format
FR-06	Support Form-Based UI	Group fields into logical sections (e.g., “Parent Contact”)

5. Non-Functional Requirements

These are quality attributes the system must meet:

ID	REQUIREMENT	DESCRIPTION
NFR-01	Usability	Clean, intuitive form layout — no technical jargon
NFR-02	Data Integrity	No manual entry of Admission Number; use reference fields
NFR-03	Maintainability	All changes captured in update set
NFR-04	Scalability	Modular design — easy to add courses, fees, attendance later
NFR-05	Performance	Form load time < 2 seconds (on PDI)

7. Flowchart: Requirement Workflow

