

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	1 NOVEMBER 2025
Team ID	NM2025TMID01871
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	ServiceNow Setup	Set up Personal Developer Instance for catalog configuration
FR-2	Update Set Management	Create and activate an update set to capture catalog configurations
FR-3	Catalog Item Creation	Create a Laptop Request Catalog Item with fields like Employee Name, Department, Laptop Model, and Justification
FR-4	Workflow Configuration	Design and implement approval workflows using Flow Designer for Manager and IT Team
FR-5	Business Rule Automation	Create business rules to automate status updates (Submitted → Approved → In Progress → Delivered)
FR-6	CMDB / Asset Integration	Integrate the catalog item with Asset Management and CMDB to track laptop assignment
FR-7	Notifications	Configure automated email notifications for request submission, approval, and completion

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system will provide an intuitive and user-friendly catalog interface for easy request submission and tracking.
NFR-2	Security	Only authorized users (Employee, Manager, IT Admin) can access and modify request or asset data.
NFR-3	Reliability	The workflow will maintain accurate status updates and ensure successful completion of approvals and asset assignments.
NFR-4	Performance	Requests, approvals, and form submissions will be processed with minimal latency within ServiceNow's response standards.
NFR-5	Availability	The catalog and workflows will remain available throughout ServiceNow instance uptime with no disruption to operations.
NFR-6	Scalability	The solution can be easily extended to include other IT asset requests (monitors, accessories, or software licenses).