

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

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| Date | 02 November 2025 |
| Team ID | NM2025TMID04717 |
| Project Name | Educational Organisation using ServiceNow |
| 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 | Table Creation & Form Design | Create Salesforce, Admission, and Progress Tables with defined fields. Configure form layouts for easy data input. |
| FR-2 | Student Admission Process | Enter student & parent details, generate Admin Number automatically. Add default admission status choices. |
| FR-3 | Student Academic Progress | Enter subject-wise marks, auto-calculate total and percentage. Determine result based on percentage. |
| FR-4 | Client Scripts Automation | Auto-fill details from admission reference. Auto-fill address based on Pincode. |
| FR-5 | Admission Status Flow | Process flow with stages: New → Joined → Rejected → Rejoined → Closed. |
| FR-6 | Final Reporting | Display student report with all fields populated via scripts. |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|--|
| NFR-1 | Usability | The forms are user-friendly and designed using form layout and design tools to allow smooth data entry. |
| NFR-2 | Security | Only authorized users (admins) can create/update records in the tables; data protected via ServiceNow roles. |
| NFR-3 | Reliability | The update sets and client scripts consistently execute the same logic without failure. |
| NFR-4 | Performance | System performs validations and script executions quickly without lag. |
| NFR-5 | Availability | Accessible 24/7 via the ServiceNow developer instance with minimal downtime. |
| NFR-6 | Scalability | Can be extended with additional tables or modules to manage staff data, fee records, or transport details. |