

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01621
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	5 Marks

## Functional Requirements

FR Functional No. Requirement (Epic)	Description
	Sub-Requirement (Story / Sub-Task)
<b>FR- Student Request</b>	Students can submit leave applications, maintenance issues, or feedback through the ServiceNow portal.
<b>1 Management</b>	
<b>FR- Workflow</b>	Administrators can review, approve, or reject student and staff requests automatically using Flow Designer.
<b>2 Automation</b>	
<b>FR- Admission Process</b>	New admission applications can be submitted, tracked, and approved online with automated routing and notifications.
<b>3 Automation</b>	
<b>FR- Staff Request</b>	Staff members can raise internal service or maintenance requests that are routed to the appropriate department for resolution.
<b>4 Handling</b>	
<b>FR- Dashboards and Reports</b>	Administrators can access analytics dashboards to monitor request statistics, pending approvals, and overall performance.
<b>5 Reports</b>	
<b>FR- Notifications and Alerts</b>	The system automatically sends email and in-app notifications to users for request status updates and approvals.
<b>6 Alerts</b>	

## Non-Functional Requirements

NFR Non-Functional No. Requirement	Description
<b>NFR- Usability</b>	The interface must be intuitive, user-friendly, and accessible to students, staff, and administrators.
<b>1</b>	
<b>NFR- Security</b>	Access should be restricted to authenticated users, ensuring that each role (student, staff, admin) can only view relevant modules.
<b>2</b>	
<b>NFR- Reliability</b>	The system must ensure secure storage and consistent processing of all submitted requests without data loss.
<b>3</b>	

<b>NFR Non-Functional No. Requirement</b>	Description
<b>NFR- Performance 4</b>	All workflows and requests should be processed and updated promptly, with minimal response time.
<b>NFR- Availability 5</b>	The ServiceNow platform should remain accessible at all times for users to submit or manage requests.
<b>NFR- Scalability 6</b>	The solution should support growing institutional needs, handling increased users, requests, and workflows efficiently.