

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



## Functional Requirements

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



## Non-Functional Requirements

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

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