Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Request Intake	Request submission through ServiceNow Service Portal
		Automated form validation for network parameters
		Real-time status visibility for end users
FR-2	Automated Approval	Automated routing to managers/compliance officers
		Policy-based automated approval for standard changes
		Multi-level approval workflows for high-risk requests
FR-3	Network Fulfillment	Automated generation of network configuration tasks
		Integration with network tools for auto-execution
		Verification and logging of successful changes
FR-4	Audit & Compliance	Automated creation of audit-ready change records
		Automatic updates to the CMDB (Config Management)
		Centralized tracking for all network-related services

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The Service Portal must provide a simple and intuitive request submission experience.
NFR-2	Security	Ensure all changes enforce IT policies and maintain secure audit trails.
NFR-3	Reliability	Reduce manual interventions and human errors in the fulfillment process.
NFR-4	Performance	Accelerate request fulfillment times and minimize manual processing lag.
NFR-5	Availability	The automated system must be accessible 24/7 via the centralized ServiceNow platform.
NFR-6	Scalability	The process must be fully automated and scalable to handle high volumes of requests.