

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

Date	30 June 2025
Team ID	LTVIP2025TMID29074
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	Student Request Submission	Request submission through self-service portal
		Option to raise requests via student email or academic portal
FR-2	Rule-Based Request Assignment	Auto-assign requests based on department, category, or urgency
FR-3	Workload Monitoring	Dashboard showing request volume by department or staff workload
FR-4	SLA Management	Track request resolution time and escalate overdue requests
FR-5	Predictive Request Routing (Optional)	Use historical request data to suggest the best department for routing
FR-6	Feedback & Surveys	Collect student feedback after resolution for quality assessment
FR-7	Reporting & Analytics	Generate reports on department performance, SLA compliance, and request trends

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The ServiceNow portal should be intuitive and accessible to students, staff, and faculty
NFR-2	Security	Data should be encrypted (HTTPS), with role-based access and secure authentication mechanisms
NFR-3	Reliability	System should handle request surges during admission/exam periods and recover from service interruptions
NFR-4	Performance	Response time should be under 3 seconds for form submissions and dashboard rendering
NFR-5	Availability	The solution should offer >99% uptime during academic service hours
NFR-6	Scalability	Must support scalability for multi-campus universities and peak student usage times

