

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

DATE	1 NOVEMBER 2025
TEAM ID	NM2025TMID02860
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 Admission Management	Student admission details are recorded (Name, Grade, Parent details, Purpose of Join, etc.)
		Auto-generate Admission Number and Admission Date
FR-2	Parent Information Integration	Capture and link parent details (Father/Mother Name and Mobile Number)
		Display linked parent details in both Admission and Student Progress forms
FR-3	Student Progress Tracking	Record subject-wise marks and automatically calculate total, percentage, and result
		Allow teachers to update and view progress reports dynamically
FR-5	Notification Alerts	Notify parents and admins when admission is approved or student progress is updated

<b>FR-6</b>	<b>Data Storage and Integration</b>	Store all records (admission, parent, and progress) in ServiceNow tables and maintain relationships among them
<b>FR-7</b>	<b>Reporting and Analytics</b>	Generate progress and admission reports for analysis by the administration

## **Non-Functional Requirements:**

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

<b>NFR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
<b>NFR-1</b>	<b>Usability</b>	The interface should be user-friendly for both administrators and teachers to manage student data easily.
<b>NFR-2</b>	<b>Security</b>	Only authorized users (like admins and teachers) should access or modify records.
<b>NFR-3</b>	<b>Reliability</b>	The system must ensure accurate linking between Admission, Salesforce (Parent), and Student Progress tables.
<b>NFR-4</b>	<b>Performance</b>	Data entry, record retrieval, and updates must be processed quickly without lag.
<b>NFR-5</b>	<b>Availability</b>	The ServiceNow instance should be available continuously to handle academic operations and record updates.
<b>NFR-6</b>	<b>Scalability</b>	The system should support the increasing number of student admissions and academic records over time.
<b>NFR-7</b>	<b>Maintainability</b>	Future updates (like new subjects or grading systems) should be easy to implement without major rework.