

Project Design Phase - II

Solution Requirements (Functional & Non-Functional)

Date: 02 November 2025

Team ID: NM2025TMID04060

Project Name: Laptop Request Catalog Item

Functional Requirements:

Following are the functional requirements for the proposed *Laptop Request Catalog Item* solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Catalog Form Design	Create a self-service catalog item titled "Laptop Request." Include form fields such as Laptop Model, Specifications, Business Justification, and Expected Delivery Date.
FR-2	Request Submission	Employees can submit laptop requests through the catalog. Request details are stored in the <i>sc_req_item</i> table for tracking and reporting.
FR-3	Approval Workflow	Configure an approval flow that routes requests automatically to the reporting manager. The manager can approve or reject requests directly from the ServiceNow portal or email notification.
FR-4	IT Fulfillment	Once approved, IT personnel can review available laptops in the <i>alm_asset</i> table and assign one. The assigned laptop details automatically link to the request record.
FR-5	Notification Alerts	System triggers email and in-portal notifications at every stage (submission, approval, fulfillment).
FR-6	Reporting & Tracking	Employees and managers can track the status of their requests in real time. Admins can generate reports for fulfilled, pending, and rejected requests.

Non-Functional Requirements:

Following are the non-functional requirements for the *Laptop Request Catalog Item* project.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The catalog interface should be intuitive, simple, and mobile-friendly for employees and managers.
NFR-2	Security	Only authenticated and authorized users can access or approve laptop requests.
NFR-3	Reliability	The system must ensure consistent approval routing and accurate inventory updates.
NFR-4	Performance	All requests and approval actions should execute quickly, with minimal system latency.
NFR-5	Availability	The catalog should remain accessible 24/7 for global teams, supporting remote submissions.
NFR-6	Scalability	The solution must accommodate increasing request volumes and additional hardware types.

Summary:

The *Laptop Request Catalog Item* functional and non-functional requirements together ensure a robust, user-friendly, and scalable ServiceNow solution. Employees can request laptops efficiently, managers can approve with clarity, and IT teams can maintain accurate asset visibility — promoting efficiency, transparency, and reliability in the organization's IT operations.