

Project Design Phase-II

Solution Requirements (Functional & Non-Functional)

Date	02 NOVEMBER 2025
Team ID	NM2025TMID07861
Project Name	Laptop Request Catalog Item
Maximum Mark	4 Marks

Functional Requirements:

The following functional requirements define the core capabilities of the proposed **Laptop Request Management System** in ServiceNow:

FR No.	Component	Description
FR-1	Laptop Request Form	Employees can raise a laptop request using a guided catalog form within the Service Portal.
FR-2	Dynamic Field Selection	The form dynamically adjusts its fields based on the user type (e.g., Employee, Intern, or Manager).
FR-3	Request Validation	The system automatically validates mandatory fields before allowing form submission.
FR-4	Request Approval	Managers or IT administrators can review and either approve or reject the submitted laptop requests.
FR-5	Status Tracking	Employees can track the current status of their requests (Submitted, Approved, In Progress, Delivered).
FR-6	Notification Alerts	Automated email and SMS notifications are sent at each stage of the request workflow.

FR-7	Reset / Withdraw Option	Users can reset the form or withdraw a pending request when necessary.
FR-8	Request History	The system maintains a history of all previous laptop requests for user reference and audit purposes.

Non-Functional Requirements:

The non-functional requirements describe the quality attributes and operational standards that the proposed solution must meet:

NFR No.	Component	Description
NFR-1	Usability	The catalog form should be intuitive, visually appealing, and easy to navigate for all users.
NFR-2	Security	Only authenticated and authorized users can submit or approve requests; sensitive data must remain encrypted and protected.
NFR-3	Reliability	The system should ensure accurate request processing and prevent any data loss during transactions.
NFR-4	Performance	The portal must load quickly and efficiently handle multiple concurrent submissions.
NFR-5	Availability	The platform should be available 24/7 for all employees across departments.
NFR-6	Scalability	The solution must support an increasing number of users, requests, and departments without performance degradation.
NFR-7	Maintainability	The system should be easy to update and extend for future enhancements, such as new asset request types.

