

## 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.

<b>FR-7</b>	<b>Reset / Withdraw Option</b>	Users can reset the form or withdraw a pending request when necessary.
<b>FR-8</b>	<b>Request History</b>	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:

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

