

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

Date	2 November 2025
Team ID	NM2025TMID08798
Project Name	Educational Organisation using ServiceNow
Team Size	4

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Table Creation & Form Design	Create Salesforce, Admission, and Progress Tables with defined fields. Configure form layouts for easy data input.
FR-2	Student Admission Process	Enter student & parent details, generate Admin Number automatically. Add default admission status choices.
FR-3	Student Academic Progress	Enter subject-wise marks, auto-calculate total and percentage. Determine result based on percentage.
FR-4	Client Scripts Automation	Auto-fill details from admission reference. Auto-fill address based on Pincode.
FR-5	Admission Status Flow	Process flow with stages: New → Joined → Rejected → Rejoined → Closed.
FR-6	Final Reporting	Display student report with all fields populated via scripts.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The forms are user-friendly and designed using form layout and design tools to allow smooth data entry.
NFR-2	Security	Only authorized users (admins) can create/update records in the tables; data protected via ServiceNow roles.
NFR-3	Reliability	The update sets and client scripts consistently execute the same logic without failure.

NFR-4	Performance	System performs validations and script executions quickly without lag.
NFR-5	Availability	Accessible 24/7 via the ServiceNow developer instance with minimal downtime.
NFR-6	Scalability	Can be extended with additional tables or modules to manage staff data, fee records, or transport details.