

Detailed Solution Requirements

1. Introduction

This document outlines the detailed solution requirements for implementing a ServiceNow-based service management system in an educational organization. The purpose of these requirements is to ensure clarity in functionality, performance expectations, user interactions, and system behavior during development and deployment.

2. System Overview

The solution will provide a centralized platform where students, faculty, and administrative staff can submit service requests, track progress, and receive timely updates. The system will replace manual and fragmented service processes with automated workflows, standardized service catalogs, and role-based access.

3. Functional Requirements

3.1 User Management

- The system must authenticate users using secure login credentials.
- User roles shall be clearly defined as: Student, Faculty, Administrator, and IT Support.
- The system must restrict feature access based on user roles.

3.2 Service Catalog and Request Submission

- The system must present a categorized service catalog for academic, administrative, facility, and IT service requests.
- Users must be able to submit requests with required details and attachments.

- The system must validate forms before submission to prevent incomplete requests.

3.3 Workflow Automation

- Each service request must be automatically routed to the appropriate department.
- Approval workflows should be configurable depending on request category.
- Escalation rules must be enabled when requests exceed defined processing time.

3.4 Request Tracking and Communication

- Users must be able to track the real-time status of their requests.
- Notifications must be sent at key stages: submission, approval, work-in-progress, and closure.
- Chat or comment history should be recorded within each service ticket.

3.5 Knowledge Base

- The system must include a searchable knowledge base with FAQ articles.
- Users must be able to access self-help solutions without raising a request.

3.6 Reporting and Dashboards

- Administrators must have dashboards showing request volume, resolution time, pending requests, and department performance.
- Exportable reports must be available for audit and decision-making.

4. Non-Functional Requirements

4.1 Performance

- The system must handle peak user loads during admissions, exam schedules, and academic registrations.
- Response times should remain under 3 seconds for common operations under normal load.

4.2 Security

- Data transmission must be encrypted.
- Role-based access must prevent unauthorized data viewing or modification.
- System must comply with institutional and regional data privacy policies.

4.3 Usability

- The interface must be intuitive and accessible to users with varying technical experience.
- Navigation between portal pages must be simple and clear.

4.4 Availability

- The system should operate with 99% uptime outside scheduled maintenance.
- Backup and recovery procedures must ensure data integrity.

4.5 Maintainability

- Workflows and service catalog items must be easily modifiable without extensive code changes.

5. Technical Requirements

- ServiceNow platform subscription and instance access.
- Network and system access permissions for all end-users.

- Institutional email/SMS integration for notifications.
 - Database and workflow configuration tools.
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6. Constraints

- Budget and licensing limitations may restrict enterprise feature usage.
 - Data migration from legacy systems may require staged implementation.
 - Training may be required for smooth adoption.
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7. Acceptance Criteria

- Users are able to submit and track service requests successfully.
 - Workflows operate without manual intervention.
 - Administrators can generate reports and monitor performance metrics.
 - System remains stable during peak usage.
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8. Conclusion

This detailed solution requirement document ensures that all necessary features and system behaviors are clearly defined prior to implementation. These requirements will guide development, configuration, testing, and deployment to ensure a successful and efficient ServiceNow rollout within the educational organization.