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

Date	27 JUNE 2025
Team ID	NM2025TMID07092
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration & Login	• Registration through form• Registration via institutional email or LinkedIn• Secure login using ServiceNow authentication
FR-2	Student & Faculty Management	• Add, edit, or delete student and faculty profiles• Assign faculty to specific courses or departments• Manage user roles and permissions
FR-3	Course & Enrollment Management	• Create and manage course details (course code, credits, department)• Enroll students into courses• Automate schedule and timetable updates
FR-4	Attendance & Performance Tracking	• Record student attendance• Update and monitor grades and performance metrics• Generate attendance and result summaries
FR-5	Notifications & Approvals	• Send automatic notifications for class updates, submissions, or deadlines• Manage approval workflows for course updates and student requests• Trigger reminders for incomplete tasks
FR-6	Reports & Dashboards	• Generate academic performance and attendance reports• Display insights using visual dashboards and charts• Export reports to PDF/Excel for record keeping
FR-7	Data Backup & Security	• Automatic backup of academic data• Role-based access control for secure data handling• Data validation and integrity checks within the ServiceNow database

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple, intuitive, and accessible for students, faculty, and administrators, ensuring easy navigation and interaction.

NFR No.	Non-Functional Requirement	Description
NFR-2	Security	Only authorized users (students, faculty, and admins) should access their respective modules. All academic data must be securely stored using ServiceNow's encryption and access control mechanisms.
NFR-3	Reliability	The system must reliably record, store, and retrieve student, course, and faculty data without errors or data loss.
NFR-4	Performance	Operations such as student registration, attendance updates, and report generation should execute efficiently even under heavy usage.
NFR-5	Availability	The application should maintain 24/7 uptime, ensuring continuous access for students and staff across different schedules.
NFR-6	Scalability	The system should efficiently support a growing number of students, faculty, and courses without affecting speed or stability.