

## Project Design Phase-II

### Solution Requirements (Functional & Non-functional)

Date	2 November 2025
Team ID	NM2025TMID06773
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

#### **Functional Requirements:**

Following are the detailed functional requirements of the proposed Laptop Request Catalog Item System developed using ServiceNow.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	<b>Laptop Request Submission</b>	<ul style="list-style-type: none"> <li>Employees can submit laptop requests through the Service Catalog.</li> <li>Mandatory fields include model type, justification, and preferred delivery date.</li> <li>A unique Request ID is generated upon submission.</li> </ul>
FR-2	<b>Approval Workflow Management</b>	<ul style="list-style-type: none"> <li>Manager reviews and approves or rejects laptop requests.</li> <li>Approval hierarchy defined by department or role.</li> <li>Rejected requests must include a reason and notify the requester automatically.</li> </ul>
FR-3	<b>Validation and Automation Rules</b>	<ul style="list-style-type: none"> <li>The system validates all input data before request submission.</li> <li>Invalid or incomplete data triggers error messages.</li> <li>Automate request routing to approvers and IT administrators.</li> </ul>
FR-4	<b>Laptop Allocation and Fulfillment</b>	<ul style="list-style-type: none"> <li>IT Administrator assigns and delivers laptops upon approval.</li> <li>Allocation details such as serial number and issue date are logged.</li> <li>Update request status to "Fulfilled" once delivery is complete.</li> </ul>
FR-5	<b>Notification and Communication System</b>	<ul style="list-style-type: none"> <li>Automatic notifications for submission, approval, rejection, and allocation events.</li> <li>Email and in-app alerts for request updates.</li> <li>Notification logs maintained for reference and auditing.</li> </ul>
FR-6	<b>Audit Log and Compliance Tracking</b>	<ul style="list-style-type: none"> <li>Maintain detailed logs for all laptop requests, approvals, and allocations.</li> <li>Log entries must include timestamps, user IDs, and activity details.</li> <li>Provide searchable records for audit reviews.</li> </ul>
FR-7	<b>Request Tracking Dashboard</b>	<ul style="list-style-type: none"> <li>Employees can view real-time status of their laptop requests.</li> <li>Dashboard displays approval stage, assigned IT admin, and delivery updates.</li> <li>Include filters for request history and date range.</li> </ul>
FR-8	<b>Report Generation and Analytics</b>	<ul style="list-style-type: none"> <li>Generate reports on laptop requests by department, status, or time period.</li> <li>Provide graphical dashboards for management insights.</li> <li>Support data export to Excel or PDF formats.</li> </ul>

## **Non-Functional Requirements:**

Following are the detailed non-functional requirements ensuring performance, security, and maintainability of the Laptop Request Catalog Item System.

NFR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The interface should be user-friendly, ensuring easy form submission, status tracking, and navigation for employees and administrators.
NFR-2	<b>Security</b>	Implement role-based access control and secure authentication for requesters, approvers, and IT administrators. Data should be encrypted both in transit and at rest.
NFR-3	<b>Reliability</b>	The system should provide consistent uptime, ensuring that laptop requests and approvals are processed accurately without data loss.
NFR-4	<b>Performance</b>	All operations – including form submission, approval, and notifications – should execute within minimal response time (<2 seconds under standard load).
NFR-5	<b>Availability</b>	The ServiceNow instance must remain accessible 24/7 with scheduled maintenance communicated in advance.
NFR-6	<b>Scalability</b>	The system should support an increasing number of users and requests without affecting performance.
NFR-7	<b>Maintainability</b>	Configuration scripts, catalog items, and workflows should be modular and well-documented for future updates or modifications.
NFR-8	<b>Auditability</b>	All actions – submissions, approvals, allocations, and notifications – should be logged for compliance and traceability.
NFR-9	<b>Accessibility</b>	The catalog item should be accessible to all users, complying with accessibility standards (WCAG 2.1), ensuring usability for differently-abled employees.