

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

Date	24 June 2025
Team ID	LTVIP2025TMID30187
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	4 Marks

**Functional Requirements:**

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	ServiceNow Instance Setup	Provision a personal developer instance for the team
FR-2	User & Role Management	Define roles (Project Manager, Team Member) Assign users to respective roles
FR-3	Access Control Configuration	Implement ACLs to restrict access based on user roles
FR-4	Task Workflow Design	Design workflow states: To Do → In Progress → Review → Done
FR-5	Task Assignment & Tracking	Enable task assignment and ownership with status tracking
FR-6	Audit Logging	Capture and maintain change history for tasks and user actions
FR-7	Dashboard & Reporting	Provide dashboard for task overview and progress reports

**Non-functional Requirements:**

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be intuitive and easy to navigate for Alice and Bob.
NFR-2	Security	Only authorized users should be able to access or modify tasks and roles.
NFR-3	Reliability	System should maintain task integrity and prevent data loss on updates.
NFR-4	Performance	System should respond within 2 seconds for major actions.
NFR-5	Availability	The system should be accessible whenever needed during work hours.
NFR-6	Scalability	Should support more users and tasks if the team grows.

