**Project Design Phase-II**

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

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| 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.

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| **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.

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| **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. |