Date: 01/11/2025

Team ID: NM2025TMID07947

Project Name: **Education Organisation using ServiceNow**

Maximum Marks: 4 Marks

Solution Requirements (Functional and Non-Functional)

Functional Requirements

S.No	Requirement	Description
1	**Request Management System**	The system allows students and faculty to create, view, and track academic or administrative requests using ServiceNow.
2	**Automated Workflow Routing**	Requests are automatically assigned to the correct department (IT, academics, or admin) based on category and priority.
3	**Approval and Escalation**	Faculty or admin can approve, reject, or escalate requests within the ServiceNow workflow.
4	**Notification and Alerts**	Sends real-time notifications to users about request updates, approvals, or status changes.
5	**Knowledge Base Access**	Provides access to FAQs, guidelines, and institutional policies to help users resolve common issues.
6	**Performance Dashboard**	Displays metrics such as total requests, response time, and resolution efficiency for administrators.
7	**User Role Management**	Defines different roles (student, faculty, admin) with respective permissions and access levels.

S.No	Requirement	Description
8	**Integration with Institutional Tools**	Integrates with existing tools like student portals, HR systems, or email servers for seamless communication.

Non-Functional Requirements

S.No	Requirement	Description
1	**Performance**	The system should process service requests and updates with minimal delay.
2	**Scalability**	Should support a large number of users including students, staff, and admin without performance drop.
3	**Reliability**	Ensures 99.9% uptime to maintain uninterrupted campus operations.
4	**Usability**	The interface should be user-friendly and easily navigable for both students and staff.
5	**Security**	Uses secure authentication, data encryption, and access control to protect user information.
6	**Maintainability**	Allows easy configuration and updates to workflows and request categories.
7	**Compatibility**	Works across multiple devices (laptops, tablets, mobile phones) and browsers.
8	**Response Time**	All requests, updates, and approvals should reflect within 2 seconds.