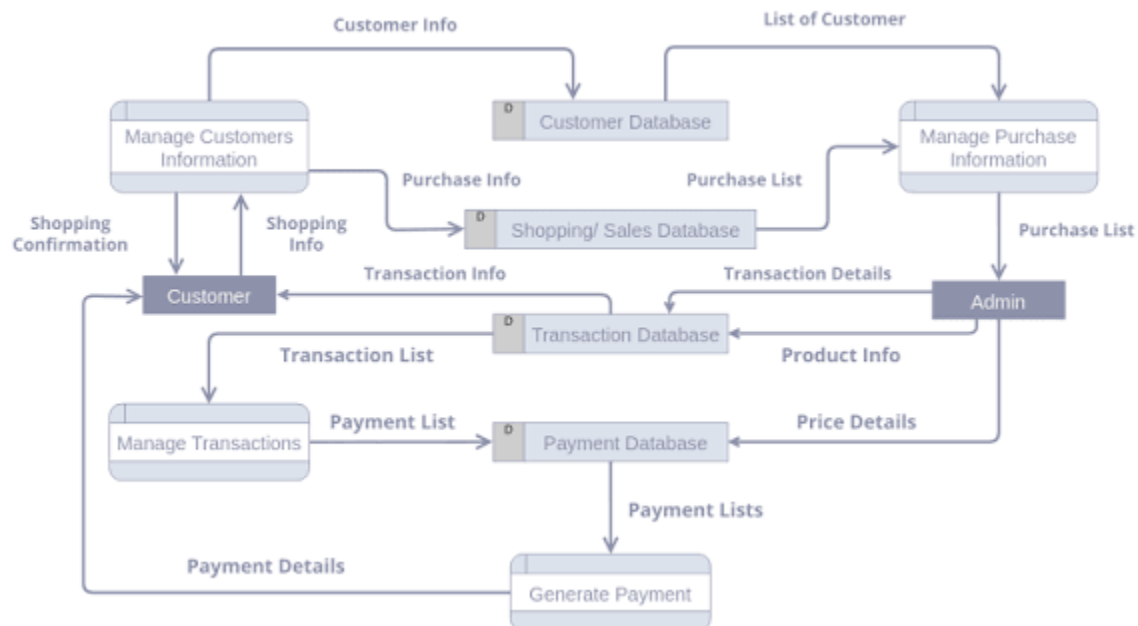| Date	31 OCTOBER 2025
Team ID	NM2025TMID00034
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Project Design Phase-II

Data Flow Diagram & User Stories

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** for the Laptop Request Catalog Item project visually represents the information flow from the user's initial request to the final provisioning of the asset. [cite_start]The DFD highlights how data is processed, what systems interact, and where data is stored.

In this project, the DFD illustrates the interaction between the **Employee**, the **Service Catalog** system, the **Manager**, the **Fulfillment** process, and the **IT Asset Database (CMDB)**. It ensures that data, such as request details, approval status, and asset information, is consistently passed through the system to maintain accuracy and accountability.

DFD Flow Description:

1. The **Employee** (External Entity) enters **Request Details** into the **Service Catalog Form** (System) and submits the request.
2. • The **Service Catalog** creates a **Request Item (RITM)** and passes an **Approval Request** (Data Flow) to the **Manager** (External Entity).
3. • The **Manager** sends an **Approval Status** (Data Flow) back to the **RITM** in the **Service Catalog** (System).
4. • If approved, the **Service Catalog** passes a **Fulfillment Task** (Data Flow) to the **IT Hardware Fulfillment** (Process).
5. • The **IT Hardware Fulfillment** process retrieves **Asset Information** from the **CMDB** (Data Store) and sends the **Product** (Data Flow) to the **Employee**.

Upon completion, the **IT Hardware Fulfillment** process sends an **Asset Update Record** (Data Flow) back to the **CMDB** (Data Store) to finalize asset tracking.

User Stories:

[cite_start]User stories define the functionality needed from the system in simple, goal-focused language, ensuring the final product meets the needs of all stakeholders.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Employee (End User)	Catalog Item Submission	USN-1	As an **employee**, I want to select my desired laptop model and see the specifications and pricing on the request form.	The form must clearly display model names (e.g., 'Standard' or 'Developer'), specifications, and cost.	High	Sprint-1
Manager	Workflow Approval	USN-2	As a **manager**, I want to receive an approval request via email for my direct report's laptop request with a single-click approve/reject link.	The approval record must contain all request details (user, model, cost); the approval action must update the request status correctly.	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
IT Hardware Agent	Request Fulfillment	USN-3	As an **IT Hardware Agent**, I want a task created in my fulfillment queue that lists the laptop model, user contact information, and delivery location.	The task must be auto-assigned to the correct fulfillment group and contain all details needed for provisioning.	High	Sprint-2
System (Automated)	Asset Management	USN-4	As the **system**, I must update the CMDB to create or update the asset record with the correct Asset Tag and link it	A new Configuration Item (CI) must be created/updated with the correct Model, Asset Tag, and Assigned To fields	High	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			to the requester upon request fulfillment.	linked to the requester.		
Employee (End User)	Notification & Tracking	USN-5	As an **employee**, I want to receive an email notification when my laptop request is submitted, approved, and when the asset is ready for pickup/delivery.	Email notifications must be automatically triggered at key stages and contain the request link and current status.	Medium	Sprint-3
IT Asset Manager	Reporting	USN-6	As an **IT Asset Manager**, I want a dashboard that displays the total	A real-time report must be available, filterable by model, department, and time	Medium	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			count and cost of all laptop requests submitted in the last 30 days.	period, and show total cost.		