

Project Design Phase-II

Data Flow Diagram & User Stories

Template

Date	02 NOVEMBER 2025
TEAM ID	NM2025TMID05272
Project Name	Education Organisation Using ServiceNow
Maximum Marks	4 Marks

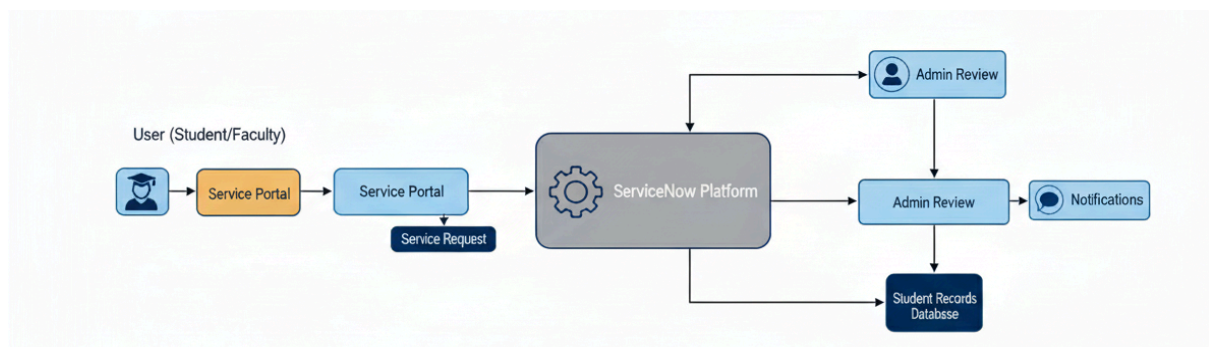
Data Flow Diagrams (DFD)

A Data Flow Diagram (DFD) is a structured visual model that illustrates how data moves within a system. It shows how information is received, processed, stored, and output, helping to clarify system functionality and data relationships. DFDs play a key role in analyzing processes, improving system design, and ensuring accurate communication between users and developers.

In the “Educational Organization using ServiceNow” project, DFDs represent how institutional processes such as admissions, academic record management, and service requests flow through the system. The diagrams map the interactions between users—students, faculty, and administrators—and the ServiceNow modules.

When a user submits a request (e.g., admission inquiry, grade update, technical issue), the system validates the input, processes it through automated workflows, and routes it to the relevant department. The backend database stores validated data, while administrators access dashboards to track request statuses and generate analytical reports.

This data flow structure ensures seamless communication, reduces manual processing, enhances transparency, and supports efficient academic and administrative management within the institution.



User Stories User stories define what different users need from the educational ServiceNow system in simple, goal-focused language. In this project, they ensure streamlined student service requests, proper record handling, and efficient administrative workflows within the institution.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Student	Online Course Enrollment	EDU-US-1	As a student, I want to enroll in available courses through the ServiceNow portal.	Course enrollment should be completed successfully and visible in the student's enrolled course list.	High	Sprint-1
System (Automation)	Enrollment Workflow Automation	EDU-US-2	As a system, I must validate student eligibility and auto-approve enrollment based on prerequisites.	The system verifies prerequisites and updates the enrollment status automatically.	High	Sprint-1
Faculty Member	Attendance & Grade Entry	EDU-US-3	As a faculty member, I want to record attendance and upload grades for each course.	Faculty can mark attendance, update grades, and save records without data loss.	High	Sprint-2

Academic Admin	Timetable & Class Scheduling	EDU-US-4	As an admin, I want to generate and publish class timetables for all departments .	Timetable should be generated, validated, and viewable by students and faculty.	Medium	Sprint-2
Student	Progress Report Access	EDU-US-5	As a student, I want to view my academic progress reports and marks online.	Students can access accurate, up-to-date academic performance reports.	Medium	Sprint-2
System (Notification Engine)	Alerts & Announcements	EDU-US-6	As a system, I must send notifications for schedule changes, exam updates, and results.	Students and staff receive automated email/SMS/portal alerts on time.	High	Sprint-3
Registrar Office	Student Record Archiving	EDU-US-7	As an admin, I want to archive past student records for compliance and reporting.	Archived records remain secure, retrievable, and audit-ready.	Medium	Sprint-3