

REQUIREMENT ANALYSIS

Data Flow Diagram & User Stories

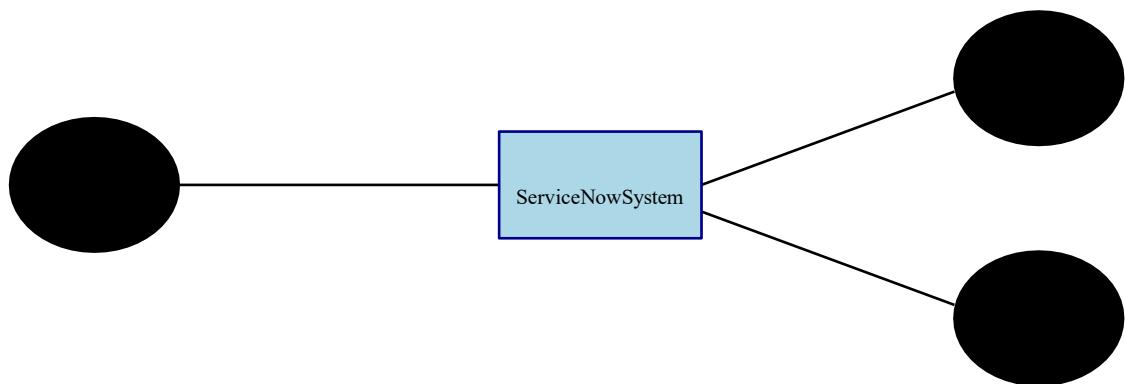
Date: 27 January 2026

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ProjectName: EducationalOrganizationUsingServiceNow

Step1: DataFlowDiagram

- A Data Flow Diagram (DFD) represents the movement of data within a system. In this project, it shows how students, staff, and administrators interact with ServiceNow to manage academic or technical requests seamlessly.



This DFD shows how ServiceNow connects all roles to ensure requests are properly handled, tracked, and reported.

Step2: UserStories

The following table outlines user stories describing how various users interact with the ServiceNow platform.

UserType	UserStory/ Task	AcceptanceCriteria	Priority
As a student	I want to raise a request	IT supports easily	High
As a staff member,	I want to view and manage assigned	To progress and close the complete quests	High
As an admin,	I want to monitor analytics	Show real-time data and performance	Medium

Step3: Example Explanation

- Example Scenario: A student faces a login issue and raises a ticket in ServiceNow. The ticket is automatically assigned to IT staff, who resolve it and update the request status. The student receives a closure notification, and the admin monitors overall ticket metrics.
- This ensures transparency, efficiency, and accountability across all educational departments.