Project Design Phase-II Data Flow Diagram & User Stories

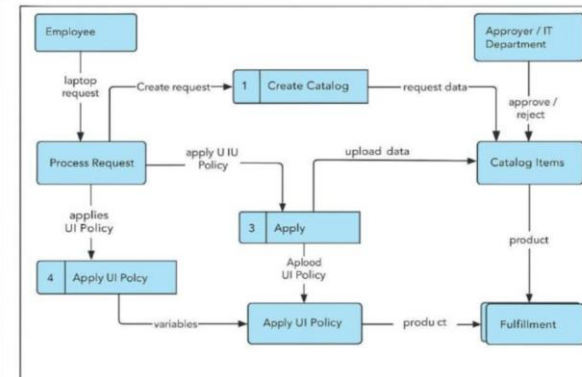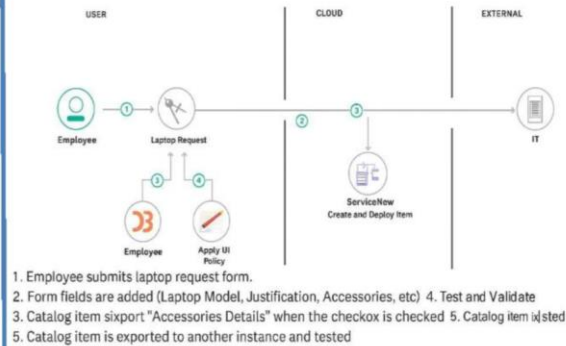| Date	01 November 2025
Team ID	NM2025TMID04309
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

In the project "Laptop Request Catalog Item", Data Flow Diagrams (DFDs) illustrate how laptop request submissions are processed within the ServiceNow system. The DFD shows the interaction between the employee (requester), the ServiceNow platform, and the IT department or approver to ensure a smooth and automated request workflow. When an employee submits a laptop request form through the Service Catalog, the system captures key details such as the laptop model, justification, and additional accessories. If the employee selects the "Additional Accessories" checkbox, the form dynamically displays the "Accessories Details" field, which becomes mandatory through a UI Policy.

The system validates all inputs before forwarding the request to the IT department for review and approval. Additionally, a "Reset Form" UI action allows users to clear all entered details instantly, improving usability. Once the configuration is complete, the update set is exported and committed to another instance, ensuring version control and deployment consistency. This DFD effectively represents how user input, system logic, and administrative controls interact to streamline and automate the laptop request process.

Example:

Flow

1. Employee submits laptop request form.
2. Form fields are added (Laptop Model, Justification, Accessories, etc) 4. Test and Validate
3. Catalog item sixport "Accessories Details" when the checkox is checked 5. Catalog item ix|sted
5. Catalog item is exported to another instance and tested

User Stories

User stories define what different users need from the system in simple, goal-focused language.In this project, they help ensure employees can efficiently request laptops, the system dynamically responds to user selections, and administrators can manage and deploy the catalog item smoothly.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority Release

Role	Story	ID	User Story	Acceptance Criteria	Priority	Sprint
Employee	Submit Laptop Request	USN-1	As an employee, I want to submit a laptop request form so that I can get the required laptop for work.	The form should allow entry of laptop model, justification, and accessories, and submit successfully.	High	Sprint-1
System (Auto-check)	Dynamic UI Policy	USN-2	As a system, I must display the "Accessories Details" field only when "Additional Accessories" is selected, to guide accurate data entry.	The field should appear dynamically and become mandatory only when the checkbox is checked.	High	Sprint-1
	Create and		As an administrator, I want to create, test, and export the Laptop	The update set should export		

Role	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Administrator / Developer	Deploy Catalog Item	USN-3	Request catalog item using update sets for deployment across instances.	and import successfully, preserving all catalog configurations and scripts.	High	Sprint-2
IT Department (Approver)	Review and Approve Requests	USN-4	As an IT department member, I want to view and approve laptop requests submitted by employees.	Approved requests should display correctly in the service catalog and update the requester's status.	Medium	Sprint-3