

# REQUIREMENT ANALYSIS

## DataFlowDiagram&UserStories

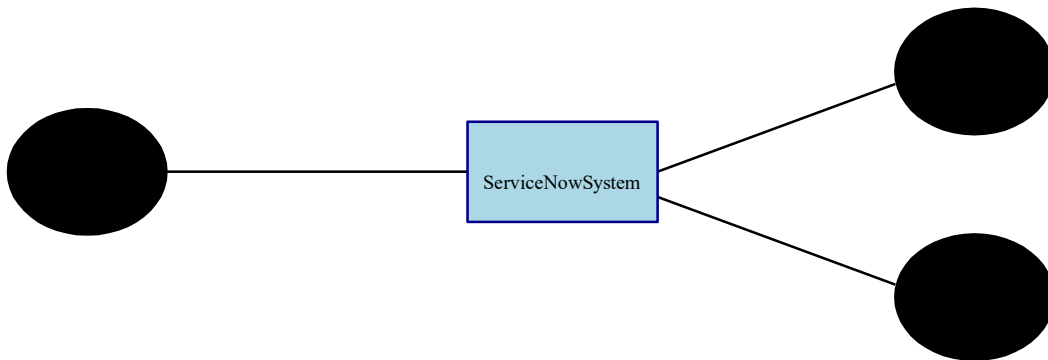
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### Step1:DataFlowDiagram

- A DataFlowDiagram (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
Asastudent	Iwant toraisearequest	ITsupports easily	High
Asastaff member,	Iwanttoviewandmanage assigned	Toprogressandclosethe completequests	High
Asanadmin,	Iwanttomonitoranalytics	Show real-time data and performance	Medium

### Step3:ExampleExplanation

- 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.