

Project Design Phase-II

Data Flow Diagram & User Stories

Date	19 February 2026
Team ID	LTVIP2026TMIDS64983
Project Name	Importing & Securing Data in ServiceNow
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.

DFD Level 0 (Industry Standard)

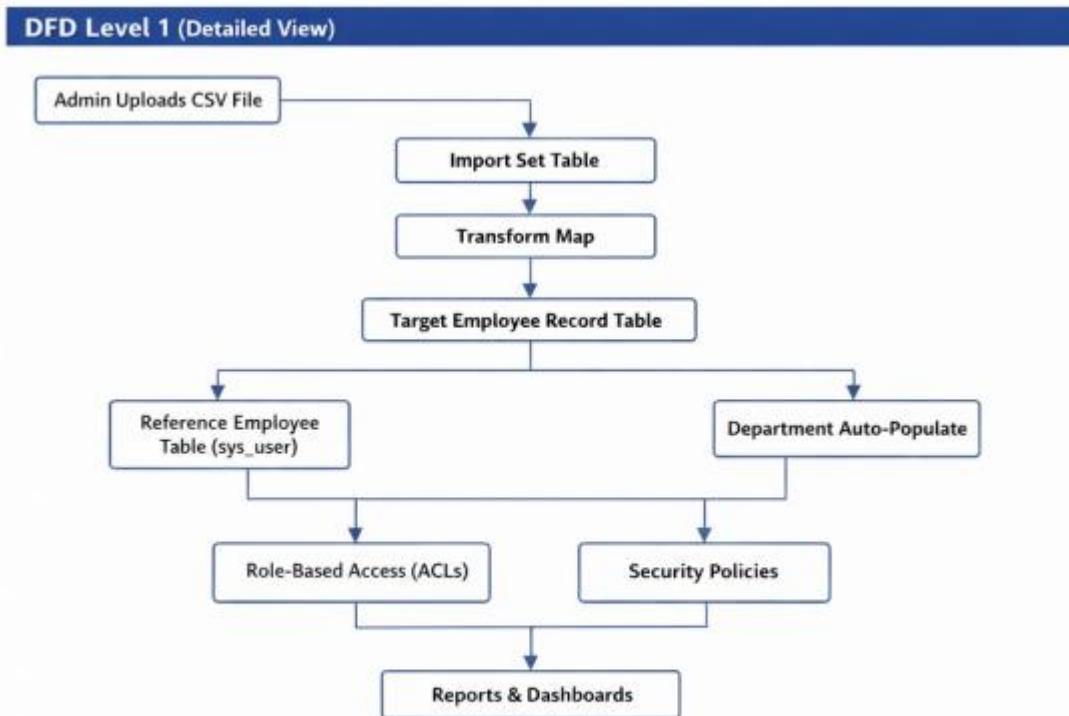
External Data Source (CSV/Excel) → ServiceNow System → Reports/Dashboard



Explanation:

1. External HR/Business systems provide employee-related data.
2. Data is imported into ServiceNow.
3. Processed data is used for reporting and dashboards.

DFD Level 1 (Simplified)



1. Admin uploads CSV File.
2. Data stored in Import Set Table.
3. Transform Map processes the data.
4. Records inserted into Target Custom Table.

5. Employee reference linked to sys_user table.
6. Department auto-populated from employee record.
7. Access Control Rules (ACL) enforce security.
8. Managers generate department-wise reports.

User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Administrator	Data Import	USN-1	As an Admin, I can upload a CSV file into ServiceNow.	Data successfully loaded into Import Set Table.	High	Sprint-1
Administrator	Data transformation	USN-2	As an Admin, I can run Transform Map to move data to target table.	Records inserted without errors.	High	Sprint-1
HR	Employee Validation	USN-3	As HR, I can verify department auto-population.	Department matches employee record in sys_user table.	High	Sprint-1
Manager	Reporting	USN-4	As a Manager, I can filter records by department.	System displays department-wise records.	High	Sprint-1
Manager	Reporting	USN-5	As a Manager, I can generate and export reports.	Report generated and downloadable in Excel format.	Medium	Sprint-2
Employee	Record Access	USN-6	View linked records Restricted field editing	Only own records visible Unauthorized edits prevented	High	Sprint-1