Project Design Phase-II
Data Flow Diagram & User Stories
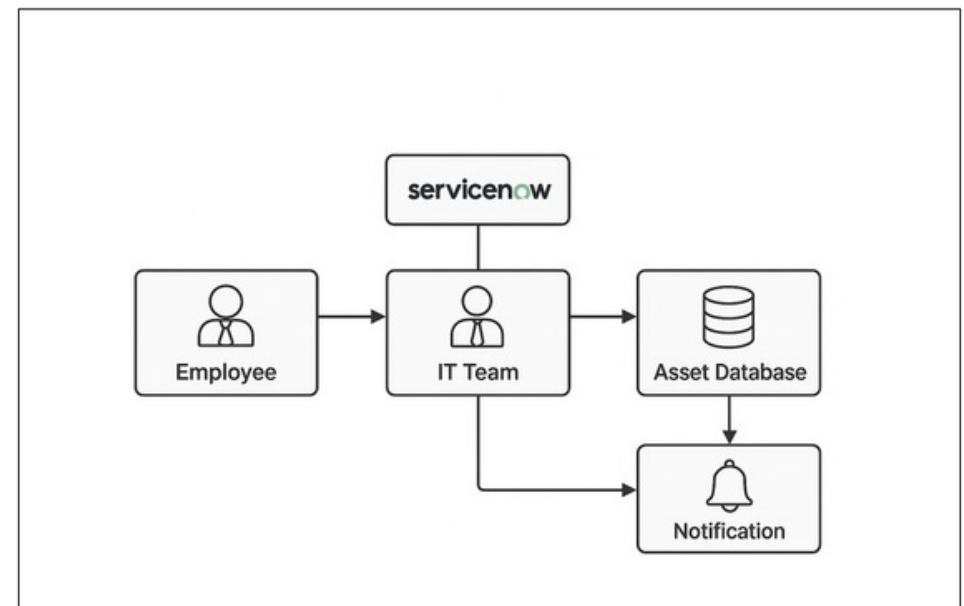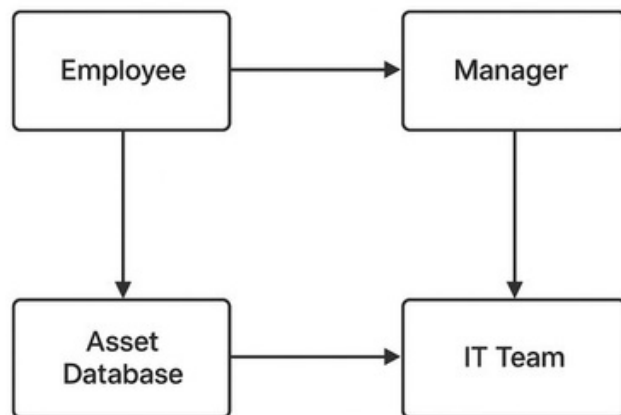
Date	1 NOVEMBER 2025
Team ID	NM2025TMID03056
Project Name	Laptop request catalog
Maximum Marks	4 Marks

Data Flow Diagram Description

The Data Flow Diagram shows how data moves in the laptop request process using ServiceNow. It helps explain how a laptop request is made, approved, and completed.

- The employee raises a laptop request in ServiceNow.
- The manager receives the request and approves or rejects it.
- The IT team gets the approved request and prepares the laptop.
- The asset database is updated with the laptop details.
- The employee gets a notification when the laptop is ready.

This simple flow shows how ServiceNow connects all users and keeps everyone informed during the laptop request process.

User Stories:

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure the system blocks user deletion only when necessary, protecting incident data.

User Story 1: Laptop Request Submission
User Role: Employee
Story Statement:
As an employee, I want to request a new laptop through the ServiceNow portal so that I can get the required device easily without manual follow-ups.
Acceptance Criteria:

- The employee can access the Laptop Request form in the ServiceNow catalog.
- The form includes fields for laptop type, justification, and urgency.
- The system validates the form before submission.
- Once submitted, the request automatically goes to the manager for approval.
- The employee receives an email or portal notification confirming the submission.

Expected Outcome:
A smooth and automated laptop request submission process that eliminates paperwork and ensures timely approval.

User Story 2: Laptop Request Fulfillment
User Role: IT Fulfillment Team
Story Statement:
As an IT fulfillment technician, I want to view, assign, and update laptop requests so that I can fulfill them quickly and keep the request status accurate.
Acceptance Criteria:

- The IT team can view all approved laptop requests.
- The system displays request details such as employee name, department, and laptop type.
- The IT team can assign a laptop from available inventory and update its status to "In Progress" or "Completed."
- The asset database automatically updates with the assigned laptop's details.
- Notifications are sent to the employee once the laptop is ready.

Expected Outcome:
A streamlined fulfillment workflow where requests are processed efficiently, asset data stays updated, and users stay informed.