

Project Design Phase-II

Data Flow Diagram & User Stories

Date	Team ID	Project Name	Maximum Marks
02 NOV 2025	NM2025TMID02905	EDUCATIONAL ORGANISATION USING SERVICE NOW	4

Marks Data Flow Diagrams (DFD)

A **Data Flow Diagram (DFD)** is a graphical representation that illustrates how information flows within a system. It shows how data **enters, is processed, transformed, and stored**, and how it **exits** the system.

In the project “**Prevent Course Deletion If Assigned to Active Students or Trainers**”, the DFD represents the flow of data when an administrator attempts to delete a course in the educational organization’s **ServiceNow system**.

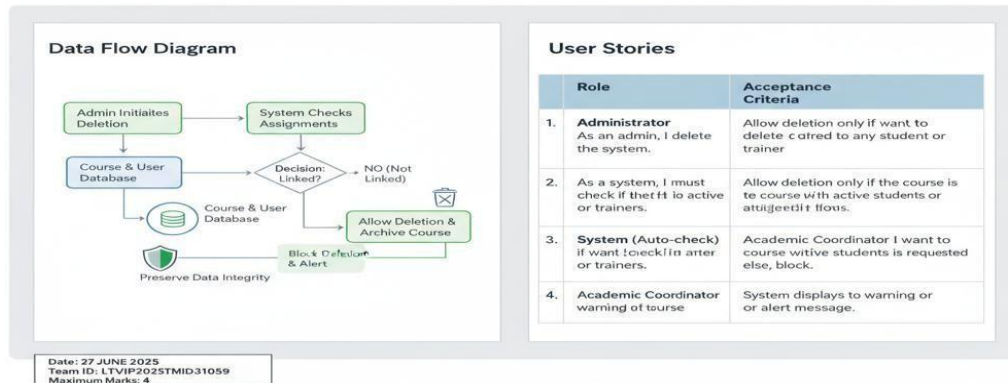
When an **admin** initiates a course deletion request:

- The system checks whether the course is **assigned to any active students or trainers**.
- If such links exist, the **Business Rule** triggers a **validation check**.
- The system **blocks the deletion request** and displays an **alert message** to the administrator.
- This mechanism ensures that active courses with ongoing student or trainer associations cannot be accidentally removed.

The DFD thus ensures **academic data integrity**, promotes **accountability**, and supports **reliable management workflows** within the institution’s ServiceNow environment.

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User Stories:

- User stories define what different users need from the system in simple, goal-oriented language. In this project, they ensure that the system blocks course deletion only when necessary — thereby protecting the academic data integrity and course assignment structure.
- **Administrator** **Course Management** **USN-1** **As an admin, I want to delete a course from the system. The system should allow deletion only if the course is not assigned to any student or trainer.**
- **System (Auto-check)** **Validation before Deletion** **USN-2** **As a system, I must check if the course is linked to any active students or trainers before processing a delete request. Deletion proceeds only if no student or trainer is assigned; else, it should be blocked automatically.**
- **Academic Coordinator** **Alert Notification** **USN-3** **As an academic coordinator, I want to receive an alert if a course with active students or trainers is requested for deletion. The system displays a warning or alert message before deletion, listing the active associations.**