Project Design Phase-II

Data Flow Diagrams & User Stories

Date: 3 November 2025

Team ID: NM2025TMID00181

Project Name: Educational Organisation Using ServiceNow

Maximum Marks: 4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) demonstrates the flow of information through the Educational Organisation system built on ServiceNow. It visualizes how data is collected, validated, and processed to maintain operational accuracy.

Level-0 (Context) DFD — Description

- External Entity: Administrator
- Process: ServiceNow Management System
- Data Stores: Student, Course, and Incident Records
- External System: Notification Module

Flow:
1. Administrator initiates actions.
2. System validates related data.
3. Updates are made if valid; alerts triggered otherwise.
4. Logs are maintained for audit and verification.

User Type	Functional Requirements	No.	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User Management	USN-S1	Manage student records (add, update, delete) ensuring data validation.	Prevent deletion if linked with active records; confirm success messages for valid operations.	High	Sprint-1
System	Validation Rules	USN-S2	Perform automatic validation for each operation to ensure consistency.	Block invalid updates and record each failed attempt in logs.	High	Sprint-1
Instructor	View Access	USN-S3	View and monitor course and student details.	Read-only permissions must be enforced to prevent edits.	Medium	Sprint-2
Registrar	Audit Logs	USN-S4	Review and verify student modification logs for compliance.	Logs should include timestamps, user IDs, and activity details.	Medium	Sprint-2
Student	Self-Service	USN-S5	Submit update requests for profile data with admin approval.	All requests should require admin review before approval.	Low	Sprint-3
System	Notifications	USN-S6	Send automated alerts for any change or validation event.	Alerts must be instant, logged, and viewable by users.	Medium	Sprint-3

Summary:

This document provides a structured overview of the Educational Organisation project using ServiceNow. Only the 'Functional Requirement' column uses a smaller font to ensure perfect fit within table boundaries while maintaining clarity.