

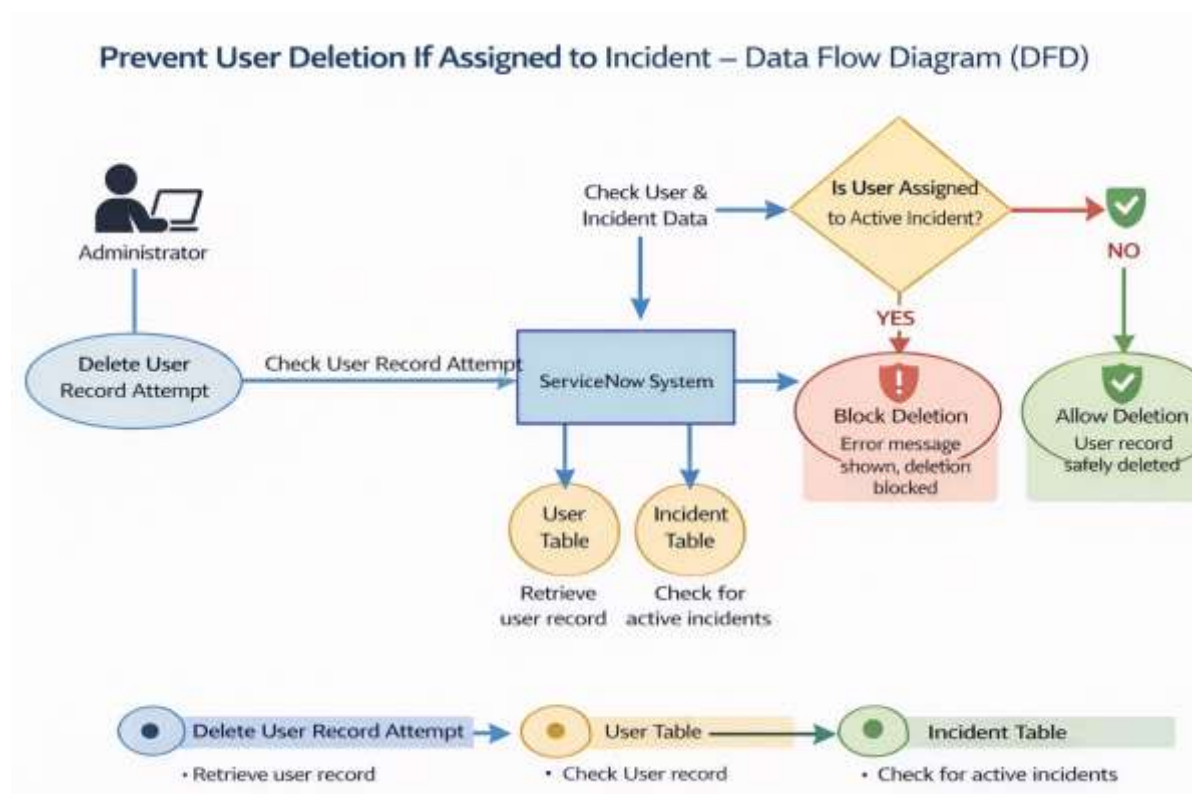
Project Design Phase-II

Data Flow Diagram & User Stories

Date	12 February 2026
Team ID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion If Assigned to Incident
Maximum Marks	5 Marks

What is DFD?

A Data Flow Diagram (DFD) represents the movement of data within a system. In this project, it shows how user records and incident data interact within ServiceNow to ensure proper incident management. The diagram illustrates how an administrator attempts to delete a user, how the system checks whether the user is assigned to any active incidents, and how the validation mechanism (Business Rule) either blocks or allows the deletion. This ensures data integrity, maintains incident ownership, and prevents accidental disruption of IT service workflows.



User Stories:

Below are the user stories for our ServiceNow project:

User Type	Functional Requirement (Epic)	User Story No	User Story	Acceptance Criteria	Priority	Release
ServiceNow Admin	User Management	USN-1	As an admin, I can create a new user in the system.	User record is saved in sys_user table.	High	Sprint-1
ServiceNow Admin	Incident Management	USN-2	As an admin, I can assign an incident to a user.	Incident record shows assigned user.	High	Sprint-1
ServiceNow Admin	Business Rule Configuration	USN-3	As an admin, I can create a Before Delete Business Rule.	Business Rule is active and runs before delete.	High	Sprint-2
ServiceNow Admin	Validation	USN-4	As an admin, I want the system to check if a user is assigned to any incident before deletion.	System queries incident table successfully.	High	Sprint-2
ServiceNow Admin	Data Protection	USN-5	As an admin, I want deletion to be blocked if user is assigned to an incident.	Error message appears and deletion is prevented.	High	Sprint-2
ServiceNow Admin	Data Integrity	USN-6	As an admin, I want unassigned users to be deleted successfully.	User is deleted if no incidents assigned.	Medium	Sprint-2
ServiceNow Admin	System Monitoring	USN-7	As an admin, I can test deletion scenarios.	Assigned user deletion fails; unassigned user deletion succeeds.	Medium	Sprint-3
IT Manager	System Stability	USN-8	As an IT Manager, I want to ensure workflow continuity.	No incident loses assigned user due to deletion.	High	Sprint-3