

Project Design Phase-II
Data Flow Diagram & User Stories

DATE	AUGUST 11 , 2025
NAME	LENKA KARTHIKEYA
PROJECT NAME	LAPTOP REQUEST CATALOG ITEM
COLLEGE	MVGR COLLEGE OF ENGINEERING

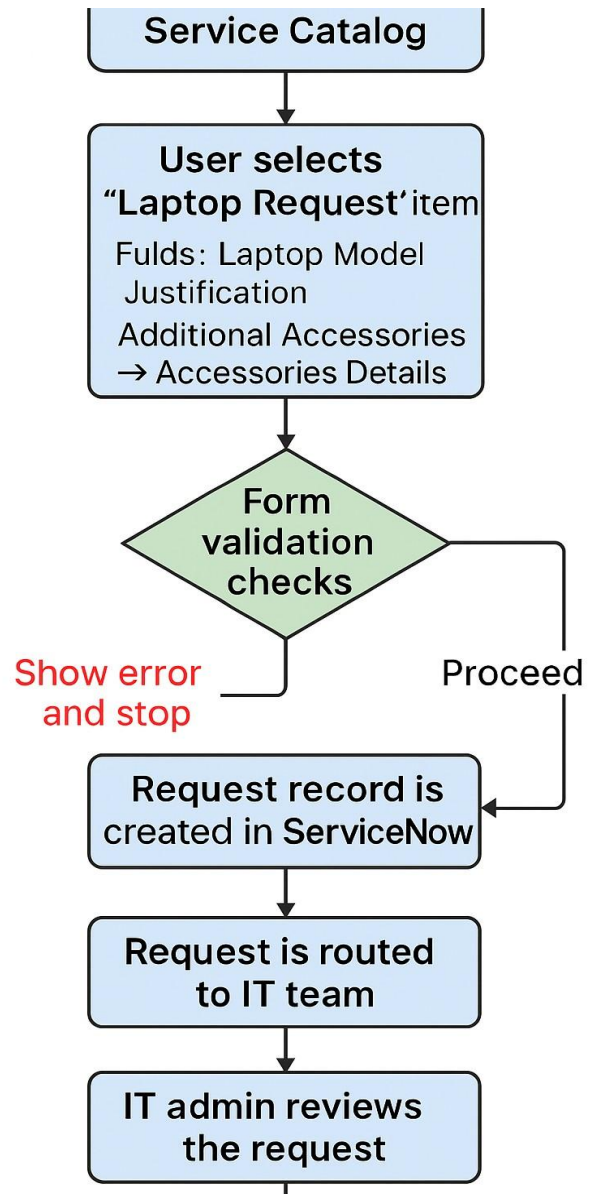
Data Flow Diagram (DFD) Description

The Data Flow Diagram (DFD) illustrates how data flows within the system, from the moment a user opens the catalog form to the final step where the request is reviewed and fulfilled by the IT admin.

Key Components:

- **External Entity: Employee (end user)**
- **Processes:**
 - P1: Fill and submit Laptop Request Form
 - P2: Perform field validation and logic
 - P3: Store and track request
 - P4: IT Admin reviews and processes the request
- **Data Stores:**
 - D1: ServiceNow Request Table
 - D2: User Inputs (Laptop Model, Justification, Accessories)
- **Data Flows:**

Form Data → Validated → Stored → Reviewed → Status Updated



User Stories – Tabular Format

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee (End User)	Catalog Access	USN-1	As a user, I can access the Laptop Request Catalog item from the ServiceNow portal.	I can open the form from the service catalog.	High	Sprint-1
Employee	Form Interaction	USN-2	As a user, I can fill out Laptop Model, Justification, and Accessories fields in the request form.	Form accepts input in all required fields.	High	Sprint-1
Employee	Dynamic Fields	USN-3	As a user, I see the Accessories Details field only when I select the checkbox.	The field appears conditionally.	High	Sprint-1
Employee	Form Validation	USN-4	As a user, I cannot submit the form unless all mandatory fields are filled.	The form shows error and prevents submission.	High	Sprint-2
Employee	Reset Function	USN-5	As a user, I can reset the form using a reset button with confirmation.	Clicking reset clears the form with an alert.	Medium	Sprint-2
IT Admin	Request Review	USN-6	As an admin, I can view submitted laptop requests and update the status.	Requests appear in my queue and I can process them.	High	Sprint-2
Developer	Update Set Deployment	USN-7	As a developer, I can export the request form as an Update Set and import it into another instance.	Form and policies appear in target instance post-import.	Medium	Sprint-3