

REQUIREMENT ANALYSIS

DataFlowDiagram&UserStories

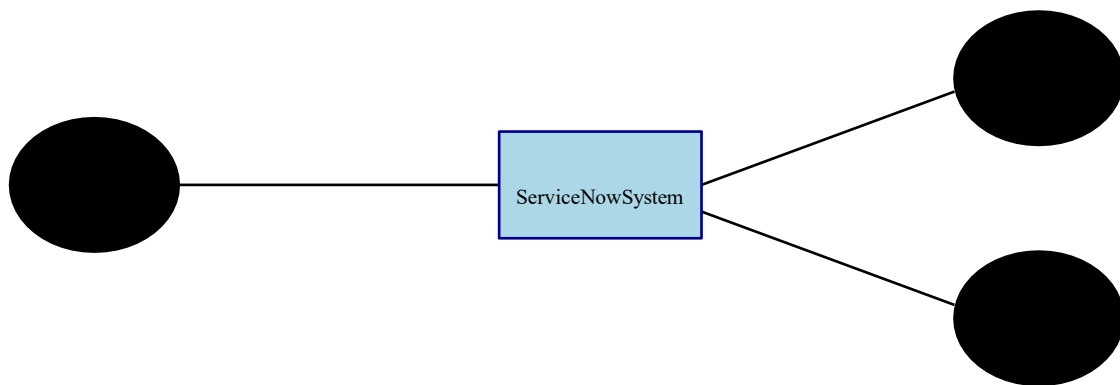
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ProjectName: EducationalOrganizationUsingServiceNow

Step1:DataFlowDiagram

- ADataFlowDiagram(DFD)represents themovementofdatawithin a system. In this project, it shows how students, staff, and administrators interact with ServiceNow to manage academic or technical requests seamlessly.



ThisDFDshowshowServiceNowconnectsallrolestoensurerequestsareproperlyhandled, tracked, and reported.

Step2:UserStories

ThefollowingtableoutlinesuserstoriesdescribinghowvarioususersinteractwiththeServiceNow platform.

UserType	UserStory/ Task	AcceptanceCriteria	Priority
Asastudent	Iwant toraisearequest	ITsupports easily	High
Asastaff member,	Iwanttoviewandmanage assigned	Toprogressandclosethe completequests	High
Asanadmin,	Iwanttomonitoranalytics	Show real-time data and performance	Medium

Step3:ExampleExplanation

- Example Scenario: Astudent faces a login issue and raises a ticket in ServiceNow. The ticket is automatically assigned to IT staff, who resolve it and update the request status. The student receives a closure notification, and the admin monitors overall ticket metrics.
- This ensures transparency, efficiency, and accountability across all educational departments.