

Educational Organization using ServiceNow

Data Flow Diagram & User Stories

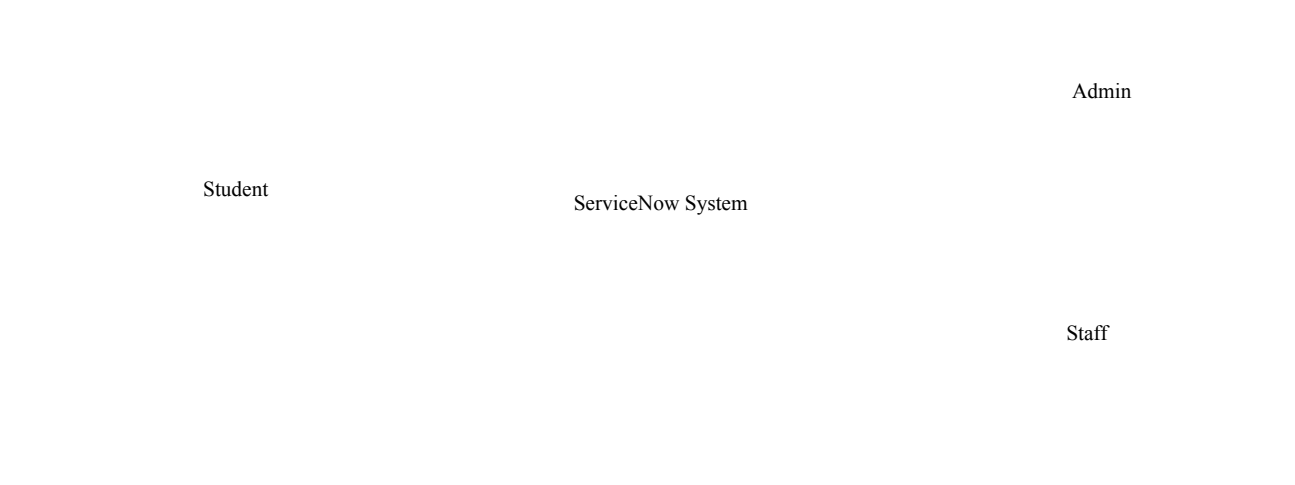
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Project Name: Educational Organization Using ServiceNow

Step 1: Data Flow Diagram

- A Data Flow Diagram (DFD) represents the movement of data within a system. In this project, it shows how students, staff, and administrators interact with ServiceNow to manage academic or technical requests seamlessly.



This DFD shows how ServiceNow connects all roles to ensure requests are properly handled, tracked, and reported.

Step 2: User Stories

The following table outlines user stories describing how various users interact with the ServiceNow platform.

User Type	User Story / Task	Acceptance Criteria	Priority
As a student	I want to raise a request	IT supports easily	High
As a staff member,	I want to view and manage assigned	nd To progress and close the complete quests	High
As an admin,	I want to monitor analytics	Show real-time data and performance	Medium

Step 3: Example Explanation

- Example Scenario: A student 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.