

Project Design Phase-II

Data Flow Diagram & User Stories

Date	13 November 2025
Team ID	NM2025TMID06014
Project Name	Laptop Request Catalog Item using ServiceNow
Maximum Marks	4 Marks

1.Data Flow Diagram (DFD)

A Data Flow Diagram (DFD) is a visual representation of how data flows within a system. A clear DFD shows:

- How data enters and leaves the system
- What processes modify the data
- Where data is stored

For the Laptop Request Catalog Item project, the DFD illustrates the flow of laptop requests, approvals, and fulfillment.

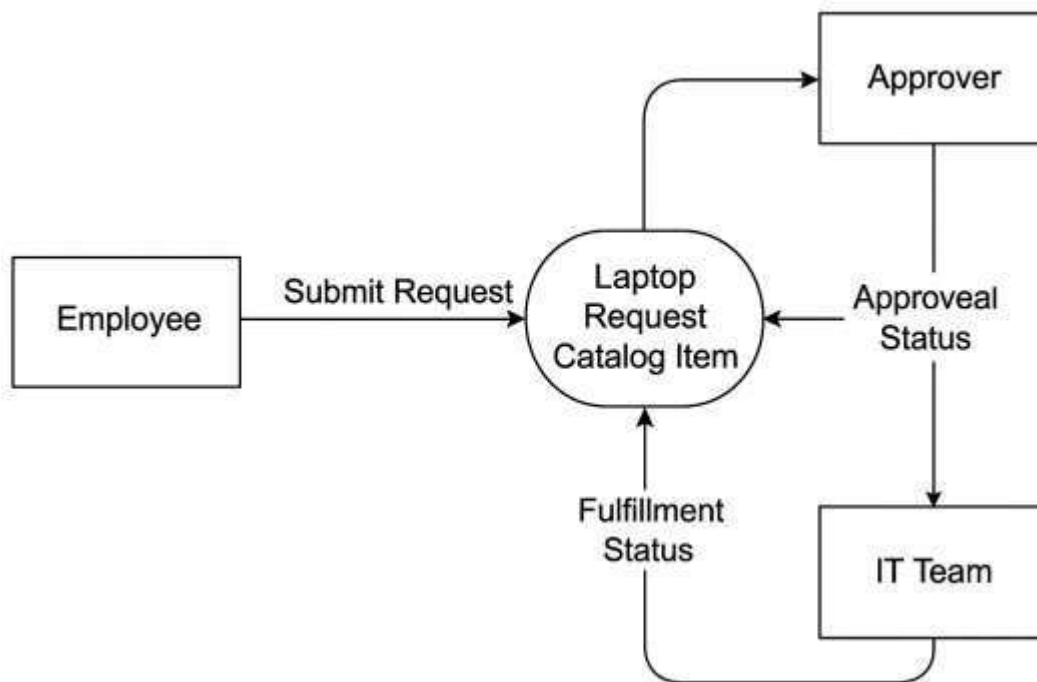
Entities:

- **Employee** → submits laptop request
- **Department Head** → approves/rejects requests
- **IT Team** → fulfills approved requests
- **ServiceNow Catalog** → stores request data

DFD Flow Overview:

1. **Employee Submits Request:** Employee enters details like Name, Department, Laptop Model, Justification → stored in ServiceNow Catalog.
2. **Approval Process:** Department Head reviews request → approves/rejects → status updated in Catalog.
3. **IT Fulfillment:** IT Team allocates laptop for approved requests → updates status → notifies employee.

4. **Notification & Reporting:** System sends alerts/notifications and allows admin to track requests.



2. User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story Task	Acceptance Criteria	Priority	Sprint
Employee	Laptop Request	USN-1	As an employee, I want to submit a laptop request so that I can	Request is submitted successfully; Employee receives confirmation	High	Sprint -1

User Type	Functional Requirement (Epic)	User Story Number	User Story Task	Acceptance Criteria	Priority	Sprint
			receive a laptop.	an notification.		
System (Auto Check)	Validation Before Approval	USN-2	As a system, I must check if the employee has any pending requests before processing a new request.	System prevents multiple pending requests for the same employee.	High	Sprint -1
Department Head	Approval Management	USN-3	As a department head, I want to approve or reject laptop requests.	Approval updates request status; Employee notified immediately.	High	Sprint -1
IT Team	Fulfillment	USN-4	As IT staff, I want to fulfill	Laptop allocation status updated;	Medium	Sprint -2

User Type	Functional Requirement (Epic)	User Story Number	User Story Task	Acceptance Criteria	Priority	Sprint
			approved requests efficiently.	Employee notified upon fulfillment.		
Admin	Reporting & Notifications	USN-5	As an admin, I want to view reports of all requests to track approvals and fulfillment.	System generates reports with real-time data.	Medium	Sprint -2