

Project Design Phase-II

Data Flow Diagrams & User Stories

Date	1 November 2025
Team ID	NM2025TMID03588
Project Name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) models the movement of information within the Educational Organization system implemented on the *ServiceNow* platform. It delineates data acquisition, validation, transformation, and storage processes to ensure operational integrity.

Level-0 (Context) DFD – Description:

This high-level diagram encapsulates the entire system as a single process, illustrating its interactions with external entities, data repositories, and integrated systems.

External Entity: Administrator

Process: ServiceNow Management System

Data Repositories: Student Records, Course Records, Incident Records

External System: Notification Module

Flow Description

- The Administrator initiates operations (e.g., creation or modification of records).
- The ServiceNow Management System (Process) performs validation of incoming data against corresponding Data Repositories.
- Upon successful validation, the system updates the relevant records in Student, Course, and Incident Databases; if validation fails or predefined conditions are met, an alert is generated.
- The system transmits relevant data to the Notification Module (External System) to dispatch alerts.
- All transactional activities are logged for auditability and verification purposes.

User Type	Functional Requirements	No.	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User Management	USN-S1	Manage student records (add, update, delete) ensuring data validation.	Prevent deletion if linked with active records; confirm success messages for valid	High	Sprint-1

				operations.		
System	Validation Rules	USN-S2	Perform automatic validation for each operation to ensure consistency.	Block invalid updates and record each failed attempt in logs.	High	Sprint-1
Instructor	View Access	USN-S3	View and monitor course and student details.	Read-only permissions must be enforced to prevent edits.	Medium	Sprint-2
Registrar	Audit Logs	USN-S4	Review and verify student modification logs for compliance.	Logs should include timestamps, user IDs, and activity details.	Medium	Sprint-2
Student	Self-Service	USN-S5	Submit update requests for profile data with admin approval.	All requests should require admin review before approval.	Low	Sprint-3
System	Notifications	USN-S6	Send automated alerts for any change or validation event.	Alerts must be instant, logged, and viewable by users.	Medium	Sprint-3

Summary:

This document presents a structured overview of the Educational Organization project implemented in *ServiceNow*. The 'Functional Requirement' column utilizes a reduced font size to ensure optimal fit within table boundaries while preserving clarity.

