Project Design Phase-II
Data Flow Diagram & User Stories

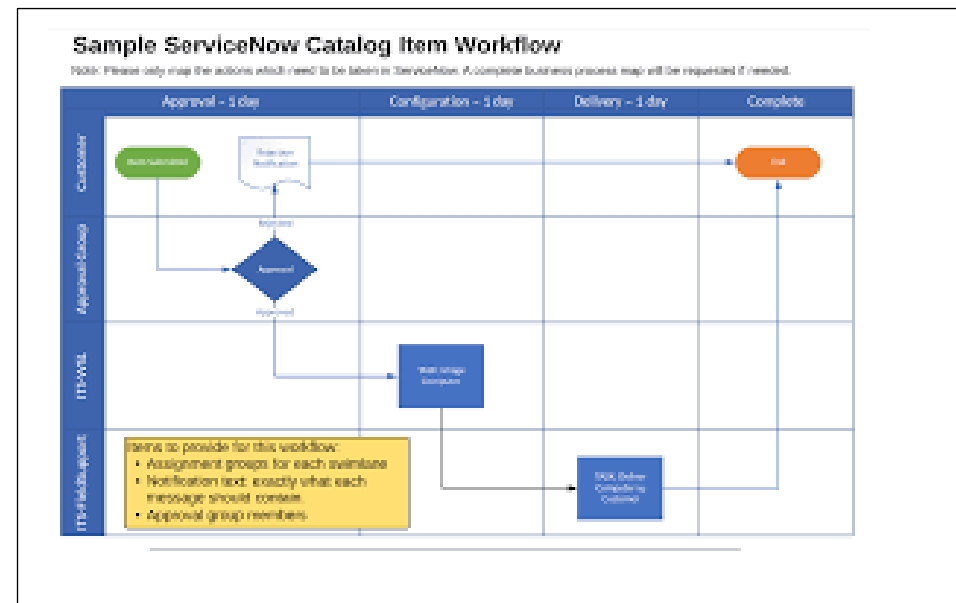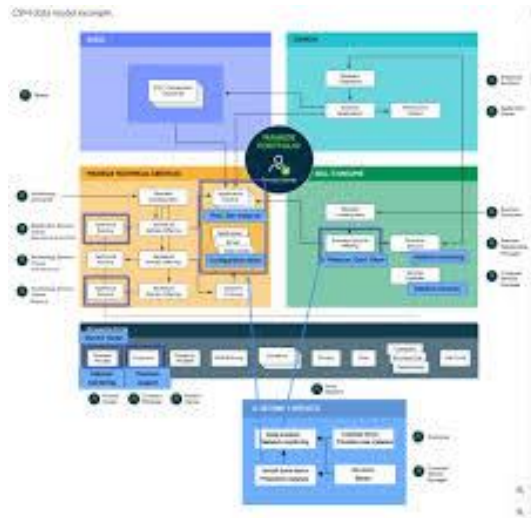| Date	28 OCT 2025
Team ID	NM2025TMID05124
Project Name	Laptop Request Catalog Item

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a graphical representation that depicts how information moves within a system — showing inputs, processes, data storage, and outputs. It provides a clear visualization of how data flows between users, processes, and databases in a structured manner.

In the project "Laptop Request Catalog Item in ServiceNow", the DFD illustrates how employees submit laptop requests and how the system processes these requests. The diagram shows the interaction between the employee (requester), the ServiceNow catalog system, the approval workflow, and the fulfillment team.

The data flow begins when a user submits a Laptop Request Form through the Service Catalog. The system then validates the input fields, triggers the approval workflow, and stores the request details in the ServiceNow request database. Once approved, the fulfillment team receives a task notification to process the laptop allocation. Upon completion, confirmation is sent back to the requester, closing the data flow loop.

This DFD ensures a clear understanding of how data is captured, validated, approved, and fulfilled within the ServiceNow platform, maintaining accuracy, traceability, and process efficiency.

Example:

User Stories:

User stories define what different users expect from the system in clear, goal-oriented language. In this project, they help ensure that the Laptop Request Catalog Item in ServiceNow meets the needs of employees, approvers, and administrators effectively. Each user story focuses on a specific goal — from submitting a laptop request to validating approvals and ensuring smooth fulfillment.

These stories guide development by outlining how users interact with the catalog form, how workflows respond to submissions, and how data is managed across the process. This approach ensures that the system remains user-friendly, reliable, and aligned with business requirements, providing a seamless laptop request and approval experience within the ServiceNow platform.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee (Requester)	Laptop Request Submission	**USN-1**	As an employee, I want to submit a laptop request through the Service Catalog so that I can receive a laptop for work purposes.	The system should allow the employee to fill out all required fields and successfully submit the laptop request form.	High	Sprint-1
System (Automation)	Workflow Validation	**USN-2**	As a system, I must validate all required fields and trigger the approval workflow automatically upon form submission.	The system should ensure validation success and initiate the appropriate approval flow after submission.	High	Sprint-1
Manager / Approver	Request Approval	**USN-3**	As a manager, I want to review and approve or reject laptop requests submitted by employees.	The system should display pending requests to the manager and allow approval or rejection with proper notifications.	Medium	Sprint-2