

## Project Design Phase-II

### Data Flow Diagram & User Stories

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### **Data Flow Diagrams:**

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

#### **Example: (Simplified)**



#### **Data Flow Diagram – ServiceNow Operations Ticket Management System**

The Data Flow Diagram (DFD) represents the overall flow of information within the ServiceNow Operations Ticket Management System. The system enables users to raise operational support tickets, which are processed and automatically assigned to appropriate support teams.

Initially, the user submits a support request through the ServiceNow portal. The ticket information is validated and processed by the ticket processing system. The validated ticket data is then stored in the ServiceNow database under the Operations Related table.

Based on the issue type selected by the user, the automated ticket assignment mechanism routes the ticket to the appropriate support group such as Level-1 or Level-2 Support Team. The assigned support team analyzes and resolves the issue and updates the ticket status accordingly.

Finally, resolution details and notifications are sent back to the user, ensuring efficient ticket handling and improved operational support management

## User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement	User Story No	User Story	Acceptance Criteria	Priority	Release
System User	Ticket Creation	USN-1	As a user, I want to create an operations support ticket so that my issue can be resolved.	Ticket is successfully created and stored in the system.	High	Sprint-1
System User	Issue Selection	USN-2	As a user, I want to select issue type while creating a ticket.	Selected issue type is saved correctly.	High	Sprint-1
System User	Ticket Tracking	USN-3	As a user, I want to view ticket status updates.	User can view updated ticket status.	Medium	Sprint-1
System User	Notification	USN-4	As a user, I want to receive notification after ticket resolution.	Notification sent after resolution.	Medium	Sprint-1
Support Agent	Ticket Assignment	USN-5	As a support agent, I want tickets to be automatically assigned to my group.	Ticket appears in assigned support group queue.	High	Sprint-1
Support Agent	Ticket Handling	USN-6	As a support agent, I want to analyze assigned tickets.	Agent can access and process assigned tickets.	High	Sprint-1
Support Agent	Ticket Resolution	USN-7	As a support agent, I want to update resolution details.	Ticket status updated successfully.	High	Sprint-1

Administrator	User Management	USN-8	As an administrator, I want to manage users and roles.	Users and roles configured properly.	High	Sprint-1
Administrator	Access Control	USN-9	As an administrator, I want to control table access permissions.	Authorized users only access records.	High	Sprint-1
Administrator	Flow Automation	USN-10	As an administrator, I want to configure automated ticket routing flows.	Flow executes and assigns tickets automatically.	High	Sprint-1