Project Design Phase-II

Data Flow Diagrams & User Stories

Date	2 November 2025
Team ID	NM2025TMID05352
Project Name	Laptop Request Catalog Item
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 well-structured DFD illustrates how data enters and leaves the system, how it is processed, and where it is stored.

In the project "Laptop Request Catalog Item", Data Flow Diagrams (DFDs) depict how laptop request submissions are processed and tracked within the ServiceNow platform. The DFD highlights the interactions among employees, managers, IT administrators, and the system itself. It ensures that each laptop request passes through proper validation, approval, and fulfillment stages while maintaining transparency and auditability.

The DFD clearly represents how ServiceNow automates the request process — from employee submission to approval workflows, allocation, and final closure — ensuring accuracy, efficiency, and accountability.
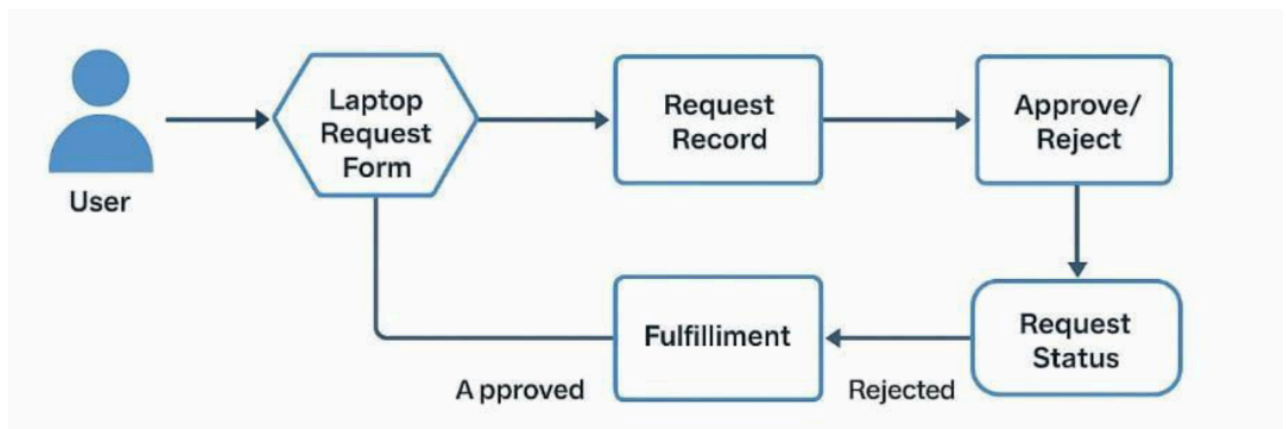

Fig. 1: Data flow diagram

User Stories:

User stories define the requirements of each type of user in simple, goal-focused language. In this project, they describe how employees, managers, and IT staff interact with the *Laptop Request Catalog Item* to ensure smooth, automated request handling.

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 with required details (model, justification, delivery date).	The system must validate all required fields and generate a Request ID after successful submission.	High	Sprint-1
Manager / Approver	Request Approval Workflow	**USN-2**	As a manager, I want to review and approve or reject laptop requests assigned to me.	Approved requests should move to IT fulfillment; rejected ones must record a reason and notify the employee.	High	Sprint-1
System (Auto-validation)	Data Validation	**USN-3**	As a system, I must verify all fields before allowing a request to proceed.	Invalid data must be blocked, and an error message should appear immediately.	High	Sprint-1
IT Administrator	Laptop Allocation	**USN-4**	As an IT administrator, I want to allocate laptops to approved requests and mark them as fulfilled.	The system should record allocation details and send a notification to the requester.	Medium	Sprint-2

Table 1: User stories