

Project Design Phase-II

Solution Requirements

Date	
Team ID	NM2025TMID05570
Project name	Educational Organization using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagram:

The Data Flow Diagram (DFD) illustrates how information flows within the system, showing data input, processes, and output across different entities (students, teachers, administrators).

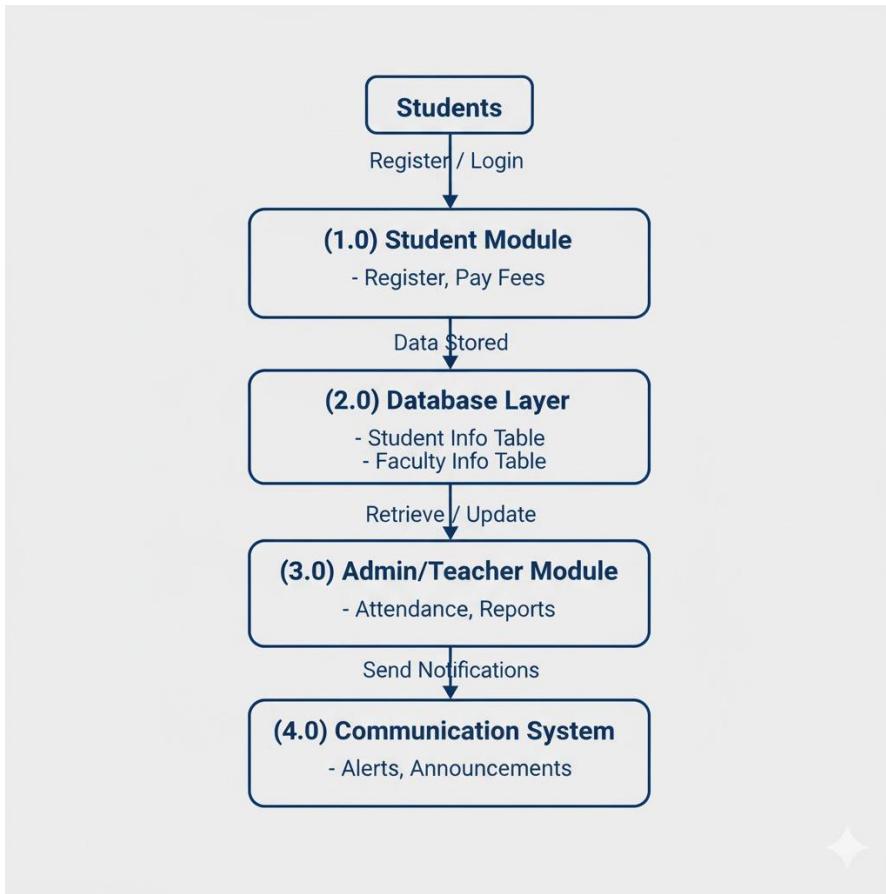
Level 0 DFD (Context Diagram):



Explanation:

Students and teachers interact with the ServiceNow system to input or retrieve information. The system processes this data and provides reports, notifications, and updates to users.

Level 1 DFD (Process Breakdown):



Explanation:

Data flows from students to the system for registration and payments, moves to the database for storage, then to teachers/admins for processing (attendance, performance), and finally to the communication module for output notifications.

User Story Table:

User Story ID	As a...	I want to...	So that I can...	Acceptance Criteria
US1	Student	Register through the portal	Access academic resources easily	Registration form validates input and saves to database
US2	Admin	Approve new student registrations	Maintain verified student records	Admin approval workflow completes successfully
US3	Teacher	Record and update attendance	Monitor student participation	Attendance records are stored and viewable

US4	Teacher	Upload marks and generate performance reports	Track academic progress	Reports generate accurately by subject and term
US5	Admin	Send notifications and updates	Inform all users on time	Notifications delivered to correct user groups
US6	Admin	View analytics dashboard	Make informed decisions	Dashboard updates in real time with accurate data

Outcome:

- DFDs define system data movement clearly.
- User Stories connect functional needs to real user goals.
- Together, they provide a solid foundation for system design and implementation in ServiceNow.