

Project Design Phase-II

Solution Requirements

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|---------------|---|
| 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).

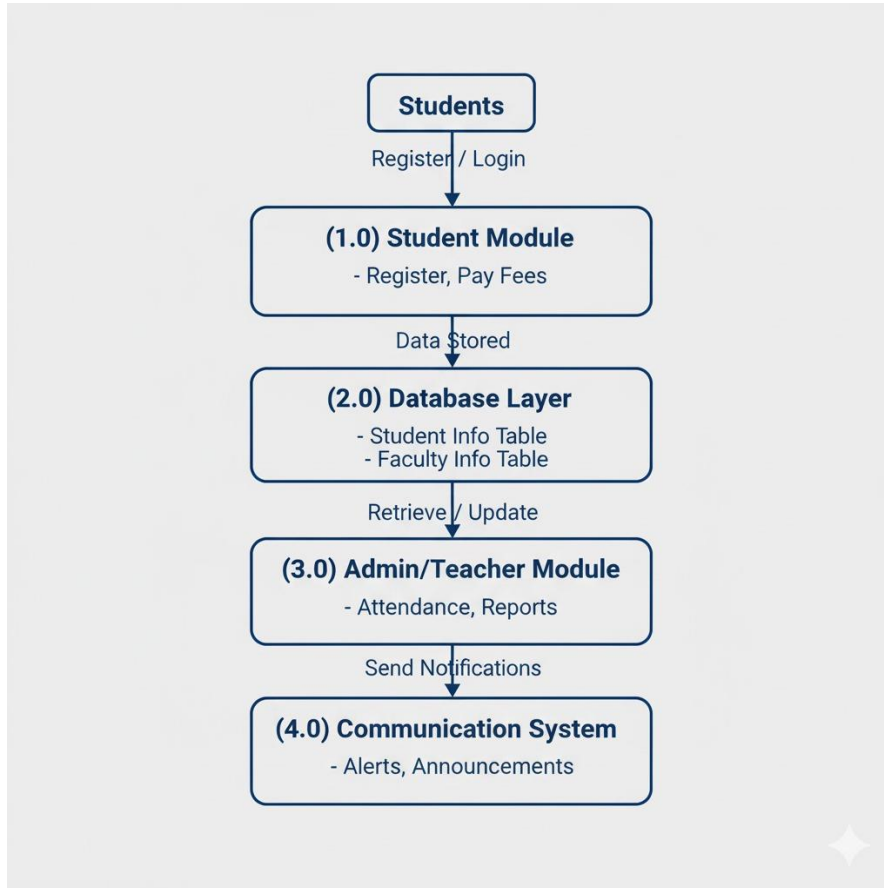
Level 0 DFD (Context Diagram):



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.