

## Project Design Phase-II

### Data Flow Diagram & User Stories

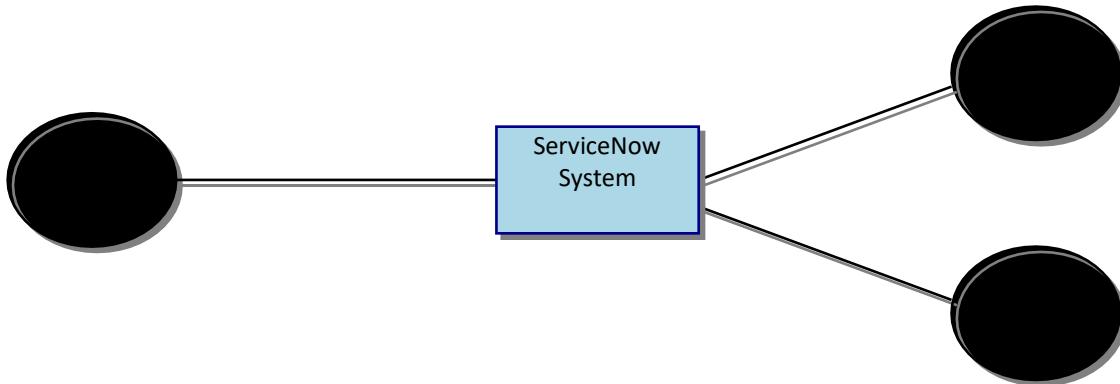
<b>Date</b>	29.10.2025
<b>Team ID</b>	NM2025TMID05816
<b>Project Name</b>	Educational Management System
<b>Maximum Marks</b>	4 Marks

#### Data Flow Diagrams:

A Data Flow Diagram (DFD) visually represents how data moves through the Educational Management System (EMS).

It depicts interactions between students, teachers, and administrators, showing how data is stored, processed, and retrieved.

In the Educational Management System, DFDs illustrate how student registration, attendance, results, and communication are handled within the system. The DFD shows how inputs from users are processed by various modules and stored in the database to ensure smooth academic management.



#### User Stories

The following table outlines user stories describing how various users interact with the ServiceNow platform.

UserType	UserStory/ Task	Acceptance - Criteria	Priority
As a student	I want to raise a request	IT supports easily	High
As a staff member,	I want to view and manage assigned	To progress and close the complete requests	High
As an admin,	I want to monitor analytics	Show real-time data and performance	Medium

### **ExampleExplanation:**

- Example Scenario: A student faces a login issue and raises a ticket in ServiceNow. The ticket is automatically assigned to IT staff, who resolve it and update the request status.
- The student receives closure notification, and the admin monitors overall ticket metrics.
- This ensures transparency, efficiency, and accountability across all educational departments.