Data Flow Diagrams and User Stories

Project Title: Laptop Request Catalog Item in ServiceNow
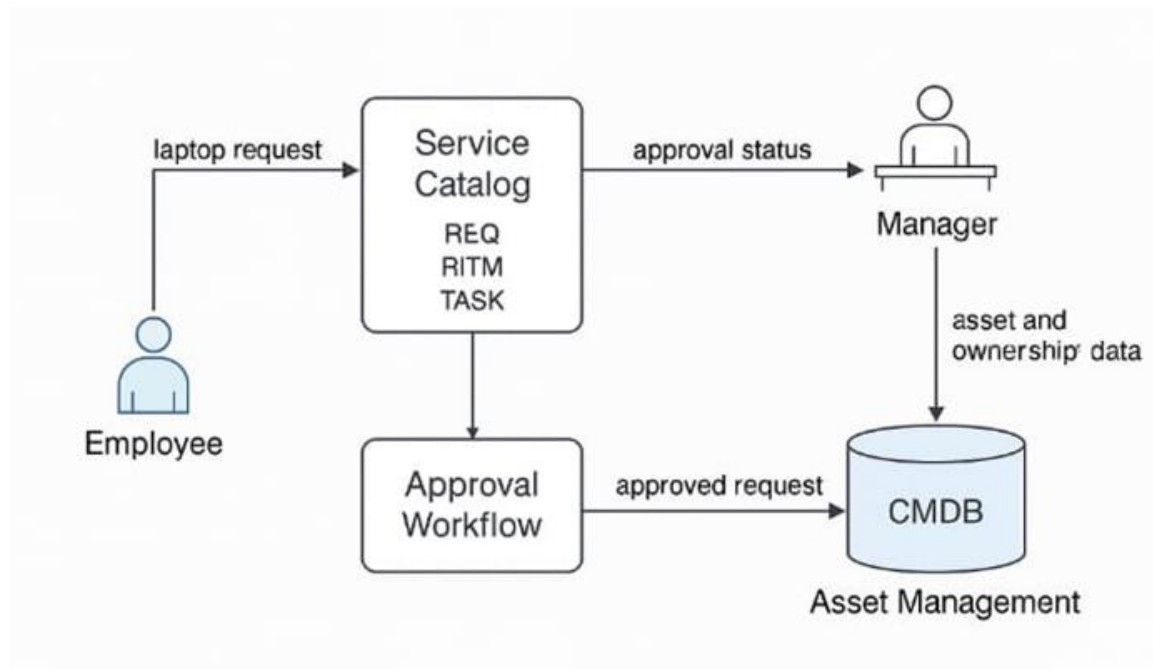
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Introduction

The 'Laptop Request Catalog Item' project in ServiceNow enables employees to easily request a laptop through the ServiceNow portal. The request passes through manager approval and IT fulfillment processes, ensuring transparency, automation, and efficient tracking of hardware requests.

Data Flow Diagram (DFD)

The Data Flow Diagram (DFD) illustrates the flow of data between users, the ServiceNow system, and various departments involved in the process.

1. Employee submits a laptop request via the ServiceNow portal.
2. Request data is sent to the Manager for approval.
3. Once approved, IT Department receives fulfillment notification.
4. Request details are stored in the ServiceNow database.

5. Employee is notified once the laptop request is fulfilled.

User Stories

1. As an Employee, I want to submit a laptop request through the ServiceNow portal so that I can get the required device for work.
2. As a Manager, I want to approve or reject the laptop request so that I can manage team resources efficiently.
3. As an IT Admin, I want to view approved requests and update fulfillment status so that employees receive their laptops on time.

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