

Project Design Phase-II

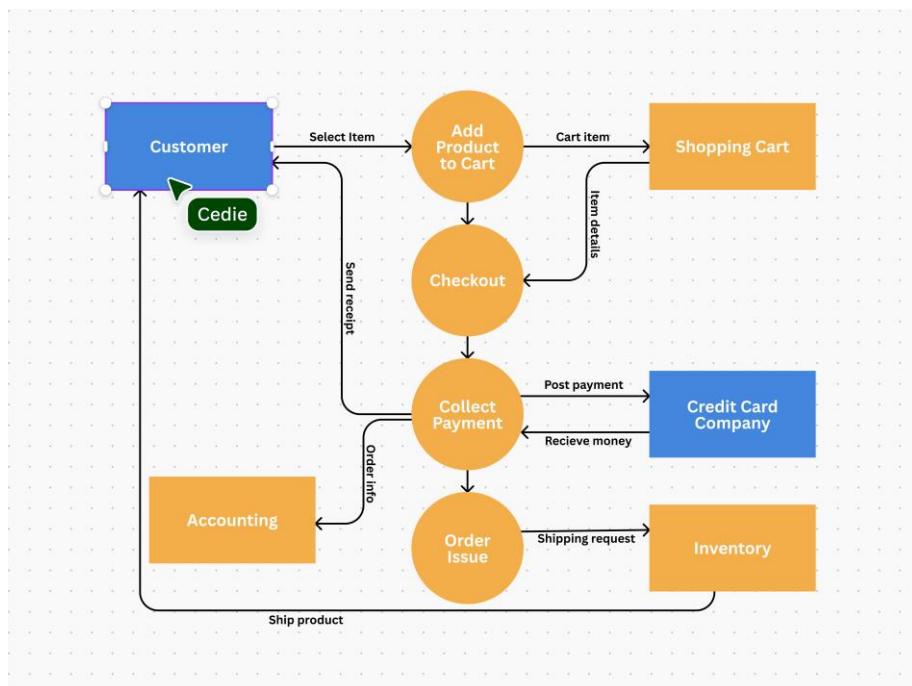
Data Flow Diagram & User Stories

Date	25 Dec 2025
Team ID	
Project Name	Automated Network Request Management in ServiceNow
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 neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Example: (Simplified)



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Requester (End User)	Network Request Submission	USN-1	As a requester, I can submit a network change/request (e.g., VLAN, firewall rule) via a ServiceNow form so that it gets processed.	I can fill and submit the request form successfully and receive a ticket number.	High	Sprint-1
Requester (End User)		USN-2	As a requester, I can track the status of my submitted network request in real-time.	I can view the current status, approver comments, and history of my request.	High	Sprint-1
Requester (End User)		USN-3	As a requester, I can attach supporting documents to my network request.	Attachments are uploaded and visible in the ticket.	Medium	Sprint-2
Approver (Manager)	Request Approval	USN-4	As an approver, I can review and approve/reject network requests assigned to me.	Approval/rejection updates the status and notifies the requester.	High	Sprint-1
Implementer (Network Admin)	Request Implementation	USN-5	As an implementer, I can update the implementation details and mark the request as completed.	Implementation notes are saved, and status changes to Closed.	High	Sprint-1

Assumptions & Dependencies

- ServiceNow instance (Vancouver or later version) is already provisioned with IT Service Management (ITSM) and Change Management modules.
- Integration with existing Active Directory/LDAP for user authentication.
- Network devices/configurations are managed via existing tools (e.g., integrated via MID Server if automation is needed in future phases).
- Users have basic ServiceNow training for submitting requests.