REQUIREMENT ANALYSIS

1. Customer Journey Map

The customer journey map describes the steps a user follows while interacting with the support system.

Stages of Customer Journey:

1. **Awareness:**
   User faces an issue (login problem, certificate issue, expired user, etc.).

2. **Action (Ticket Creation):**
   User opens the ServiceNow portal and fills the ticket form by selecting the issue type and entering details.

3. **Processing:**
   System receives the ticket and automatically checks the issue category.

4. **Assignment:**
   Ticket is assigned to the appropriate support group (Platform or Certificate team).

5. **Resolution:**
   Support agent works on the ticket and updates the status.

6. **Closure:**
   Ticket is marked as resolved and user receives confirmation.

Customer Pain Points:

- Delay in assignment
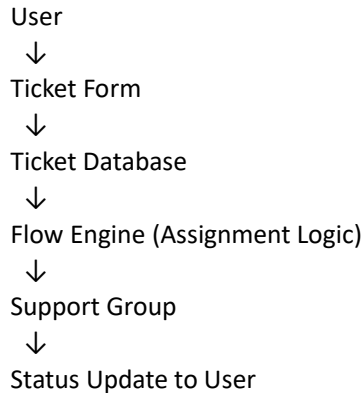- Wrong team handling tickets
- Lack of transparency

Improvement through System:

- Instant ticket routing
- Correct group assignment
- Faster resolution

2. Data Flow Diagram (DFD)

The Data Flow Diagram shows how data moves through the system.

Level 0 DFD (Basic View):

User
 ↓
Ticket Form
 ↓
Ticket Database
 ↓
Flow Engine (Assignment Logic)
 ↓
Support Group
 ↓
Status Update to User

Data Flow Description:

- User inputs ticket data.

- Data is stored in the database.

- Flow logic processes the data.

- Ticket is routed to the correct group.

- Resolution status is updated and shown to the user.

3. Solution Requirements

Functional Requirements:

- System should allow users to raise tickets.

- System should categorize tickets based on issue type.

- System should automatically assign tickets to groups.

- System should allow support agents to update ticket status.

- System should restrict access based on user roles.

Non-Functional Requirements:

- System should be reliable and fast.

- System should ensure data security.

- System should be scalable for future users.

- System should be user-friendly.

- System should maintain data accuracy.

4. Technology Stack

The technologies used in this project are:

Layer	Technology
Frontend	ServiceNow Forms
Backend	ServiceNow Platform
Database	ServiceNow Tables
Workflow Engine	Flow Designer
Security	Roles & ACLs
Hosting	Cloud (ServiceNow Instance)

Reason for Choosing ServiceNow:

- Built-in ITSM features
- Easy workflow automation
- Strong security
- Scalable and cloud-based