

Project Design Phase-II

Data Flow Diagram & User Stories

Template

Date	31 OCTOBER 2025
Team ID	NM2025TMID00531
Project Name	Educational Organization using serviceNow
Maximum Marks	4 Marks

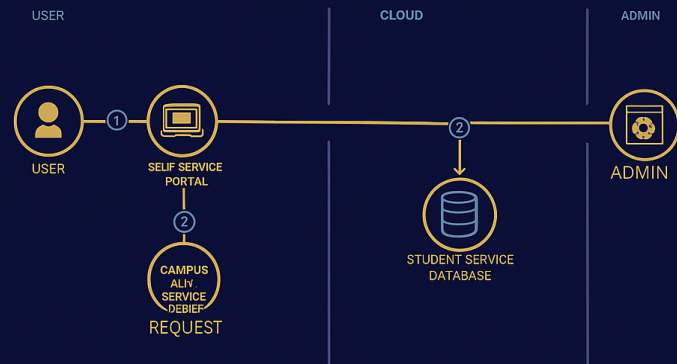
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a structured graphical representation that illustrates how data moves through a system. It visually highlights how information is input, processed, stored, and transmitted within an application. A clear and organized DFD helps in understanding system logic, identifying data dependencies, and ensuring accurate requirement modeling.

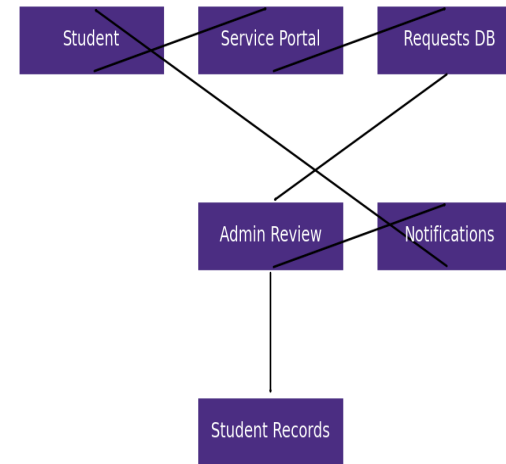
In the project “Educational Organization using ServiceNow”, Data Flow Diagrams (DFDs) represent how student, faculty, and administrative requests are submitted, processed, and resolved through the ServiceNow platform. The DFD depicts the interactions between users (students, staff, and administrators), the ServiceNow self-service portal, and the backend database.

The system captures requests such as course enrollment support, IT service tickets, faculty support requests, and administrative service desk queries. Once a request is submitted, the ServiceNow workflow validates the request, routes it to the appropriate department, and tracks its progress. The diagram also shows how data is stored in the student-service database and how administrators monitor request status and generate reports. This ensures efficient request handling, transparency, and streamlined campus service operations.

Flow



1. Student or faculty submits its a request through campus self-service portal
2. Self-service portal submits request for processing in ServiceNow platform
3. ServiceNow workflow engine route tes request to relevant department for resolution.
4. Resolved request status is updated in student service database
5. Administrator tracks requests and generates reports



User Stories

User stories define what different users need from the educational ServiceNow system in simple, goal-focused language. In this project, they ensure streamlined student service requests, proper record handling, and efficient administrative workflows within the institution.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Student	Service Request Submission	EDU-US-1	As a student, I want to submit academic/service requests (e.g., certificate request, grievance, ID card issue) through the portal.	Request should be successfully submitted and visible in student request history.	High	Sprint-1
System (Auto-Routing)	Request Routing & Assignment	EDU-US-2	As a system, I must automatically route the student request to the appropriate department based on request type.	Requests are auto-assigned to correct department without manual mapping.	High	Sprint-1
Academic Admin	Review & Approval	EDU-US-3	As an academic admin, I want to review, approve, or reject student requests.	Approvals update request status and notify the student automatically.	High	Sprint-2

Support Staff	Status Update & Resolution	EDU-US-4	As a staff member, I want to update request status and add comments or documents if needed.	Staff should be able to update status, attach files, and add remarks.	Medium	Sprint-2
Student	Track Request Status	EDU-US-5	As a student, I want to track my request status in real-time.	Students can view current status and resolution timeline.	Medium	Sprint-2
System (Notification Engine)	Notifications	EDU-US-6	As a system, I must notify students whenever their request status changes.	Email/SMS/port al notification sent for each status update.	High	Sprint-3
Registrar Office	Record Management	EDU-US-7	As a registrar/admin, I want to maintain and retrieve student record history for future reference.	Records are securely stored and easily searchable.	Medium	Sprint-3