Project Design Phase-II
Data Flow Diagram & User Stories

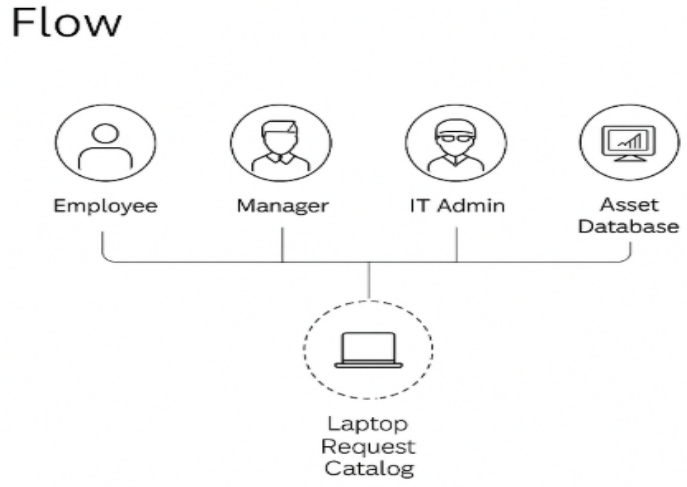
Date	02 NOVEMBER 2025
Team ID	NM2025TMID06623
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:

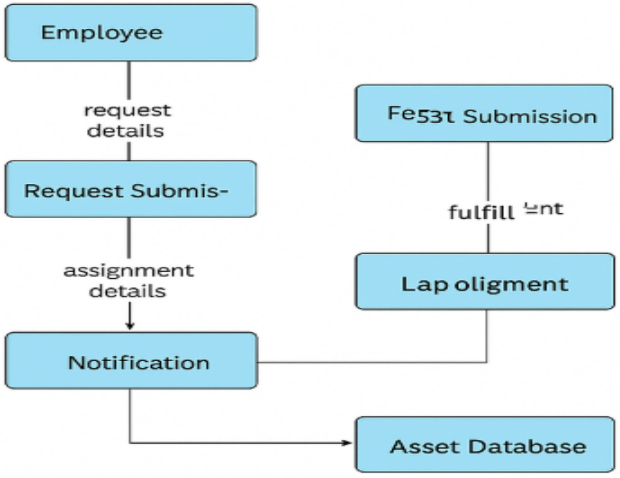
A **Data Flow Diagram (DFD)** is a structured graphical representation of how information flows within a system.
It visually describes how data enters and exits, how it is processed, and where it is stored.

In the project **"Laptop Request Catalog Item"**, the DFD illustrates how employee laptop requests are created, processed, and fulfilled within the ServiceNow platform. The diagram highlights interactions among **employees, managers, IT administrators, and the catalog system**, ensuring that each request moves through approval, fulfillment, and closure phases efficiently.

Example:



Level 0



Level 1

User Stories:

User stories describe how different users interact with the Laptop Request Catalog system and what goals they aim to achieve.

They ensure that system functionality aligns with real user needs — improving service delivery, transparency, and accountability.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Employee	Request Management	USN-1	As an employee, I want to request a laptop through the catalog by choosing model and justification..	Request form should capture all required fields and submit successfully..	High	Sprint-1
Manager	Approval Workflow	USN-2	As a manager, I want to review and approve or reject laptop requests.	The system should route requests automatically and record decisions..	High	Sprint-1
IT Administrator	Asset Assignment	USN-3	As an IT admin, I want to assign laptops after approval and update inventory status.	System should allow asset assignment and log updates in CMDB.	High	Sprint-2