Project Design Phase-II
Data Flow Diagram & User Stories

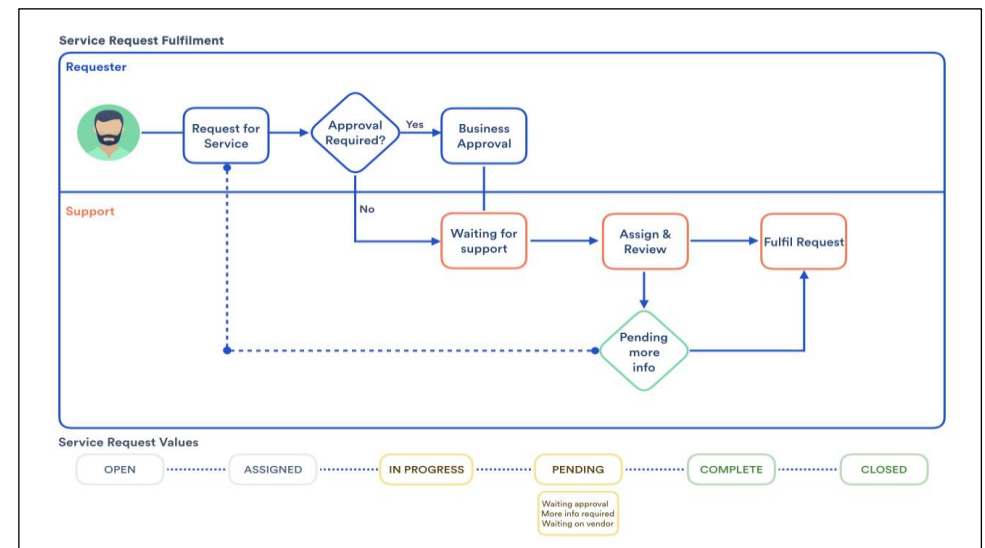| Project Name	An Employee Requests Installation of Licensed Software through the Service Catalog

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system.

Example: DFD Level 0 (Industry Standard)

Example: (Simplified)

Flow:

1. Employee submits software request via Service Portal.
2. System creates REQ/RITM/SCTASK records.
3. Workflow routes for approval.
4. On approval, task assigned to IT fulfillment.
5. Notifications sent throughout.
6. Status updated and closed.

Service Request Fulfilment

Requester

Request for Service → Approval Required? → Yes → Business Approval

No

Support

Waiting for support → Assign & Review → Fulfil Request

Pending more info

Service Request Values

OPEN .... ASSIGNED .... IN PROGRESS .... PENDING .... COMPLETE .... CLOSED

Waiting approval
More info required
Waiting on vendor

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
End User (Employee)	Service Catalog Creation	USN-1	As an employee, I want to browse and select licensed software from the Service Catalog.	Catalog items are visible, searchable, and lead to the correct form.	High	Sprint-1
End User (Employee)	Form Design & Variables	USN-2	As an employee, I want to fill out a software request form with required details and justification.	Form validates inputs, auto-populates user details, submits successfully, and shows confirmation with REQ number.	High	Sprint-1
End User (Employee)	Workflow Attachment	USN-3	As an employee, I want real-time status updates on my software request.	My Requests dashboard shows current stage (e.g., Pending Approval, In Progress, Completed).	High	Sprint-2
End User (Employee)	Approval Routing	USN-4	As an employee, I want to receive email notifications for request status changes.	Emails received on submission, approval/rejection, and completion with details and portal links.	High	Sprint-1
Approver (Manager)	Approval Routing	USN-5	As a manager, I want to receive and approve/reject software requests from my team members.	Approval tasks appear in my inbox/approvals list; actions update status instantly and trigger next steps.	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
IT Fulfillment Team	Tables & Data Handling	USN-6	As an IT team member, I want assigned tasks for approved software installations. .	Catalog Tasks auto-created and assigned with all request details and variables visible. necessary data attached.	High	Sprint-2
ServiceNow Admin	Service Catalog Creation	USN-7	As an admin, I want to create and maintain catalog items for licensed software.	New items added, variables configured, and published without downtime.	Medium	Sprint-3
ServiceNow Admin	Workflow Attachment	USN-8	As an admin, I want to attach and manage workflows on catalog items	Workflow successfully linked, only one active workflow, and changes reflected immediately.	Medium	Sprint-3
Compliance Officer	Approval Routing	USN-9	As a compliance officer, I want to review high-cost or restricted software requests.	Dynamic routing triggers my approval for flagged items; full justification visible.	Medium	Sprint-2
End User (Employee)	Testing & Validation	USN-10	As an employee, I want validation to prevent submission of incomplete requests.	Mandatory fields enforced, clear error messages displayed before submission.	High	Sprint-1