

## Project Design Phase-II

### Data Flow Diagram & User Stories

<b>Project Name</b>	Automated Network Request Management in ServiceNow
---------------------	--

#### **Data Flow Diagrams:**

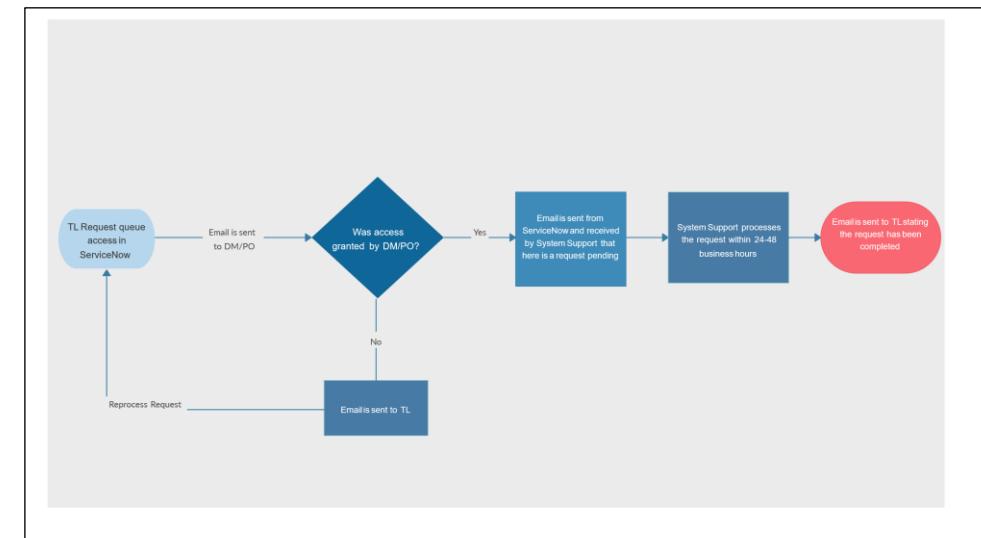
A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

#### **Example: (Simplified)**

##### **Flow:**

1. End User submits a network request via the ServiceNow Portal.
2. The portal routes the request for approval and stores details in the database.
3. Approval Process evaluates and routes to Network Fulfillment Team or automates via Flow Designer.
4. Automation Flow executes changes and triggers updates.
5. Email Notifications send status to the user, closing the loop.

Example: DFD Level 0 (Industry Standard)



## 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 (Requesters)	Catalog Creation	USN-1	As an end user, I can browse and select network service items from the catalog.	Catalog items are visible, searchable, and lead to the correct form.	High	Sprint-1
End User (Requesters)	Form Design	USN-2	As an end user, I can fill out and submit a network request form with required details.	Form validates inputs, submits successfully, and provides confirmation.	High	Sprint-1
End User (Requesters)	Approval Routing	USN-3	As an end user, I can track the status of my submitted request in real-time.	Dashboard shows updates, approvals, and estimated timelines.	Medium	Sprint-2
End User (Requesters)	Email Notifications	USN-4	As an end user, I receive email updates on request status changes.	Emails include details, links to portal, and are timely.	High	Sprint-1
IT Admins	Flow Designer Automation	USN-5	As an IT admin, I can configure and test automation flows for network requests.	Flows execute without errors, integrate with tools, and log activities.	High	Sprint-1
Network Fulfillment Team	Approval Routing	USN-6	As a fulfillment team member, I receive assigned tasks for approved requests.	Tasks appear in queue, with all necessary data attached.	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Approvers	Approval Routing	USN-7	As an approver, I can review and approve/deny requests via portal or email.	Approval actions update status instantly and trigger next steps.	Medium	Sprint-1
Administrator	Catalog Creation	USN-8	As an admin, I can create and update catalog items and forms.	Changes reflect immediately without downtime.	Low	Sprint-3