

## Project Design Phase-II

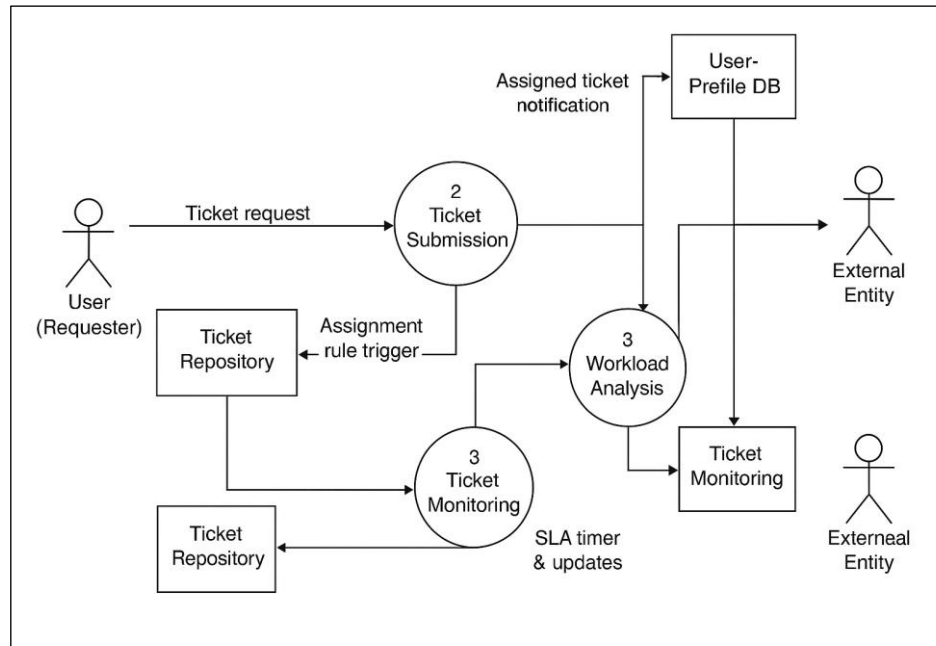
### Data Flow Diagram & User Stories

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
Maximum Marks	4 Marks

#### Data Flow Diagrams:

A Data Flow Diagram (DFD) represents how data flows within the ServiceNow ticketing system. It helps visualize how data such as ticket details, user roles, and assignment logic move across modules and interact with automated assignment processes.

Example: [\(Simplified\)](#)



## User Stories

Use the template below to define the product backlog and organize the sprint schedule for efficient ServiceNow automation.

<b>Sprint</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story / Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
Sprint-1	Ticket Intake & Classification	USN-1	As a user, I can submit a ticket with details like category, priority, and description.	2	High	
Sprint-1	Assignment Rule Setup	USN-2	As an admin, I can configure rule-based assignment using ServiceNow Assignment Rules.	3	High	
Sprint-1	User Role Mapping	USN-3	As a manager, I can map users to teams and roles for better ticket distribution.	2	Medium	
Sprint-2	Workload Monitoring	USN-4	As a manager, I can view real-time workload dashboards to balance team assignments.	3	High	
Sprint-2	SLA Tracking	USN-5	As a system, I can track the aging of tickets and raise alerts on SLA breaches.	4	High	
Sprint-2	Auto Re-assignment Logic	USN-6	As a system, I can reassign tickets automatically if the assignee is overloaded.	5	Medium	
Sprint-3	Machine Learning Integration	USN-7	As a developer, I can implement ML-based auto-assignment based on past ticket data.	5	Medium	
Sprint-3	System Testing & Deployment	USN-8	As a QA engineer, I can test the rule logic and deploy it on the ServiceNow instance.	3	High	