

Project Design Phase – II

Data Flow Diagram & User Stories

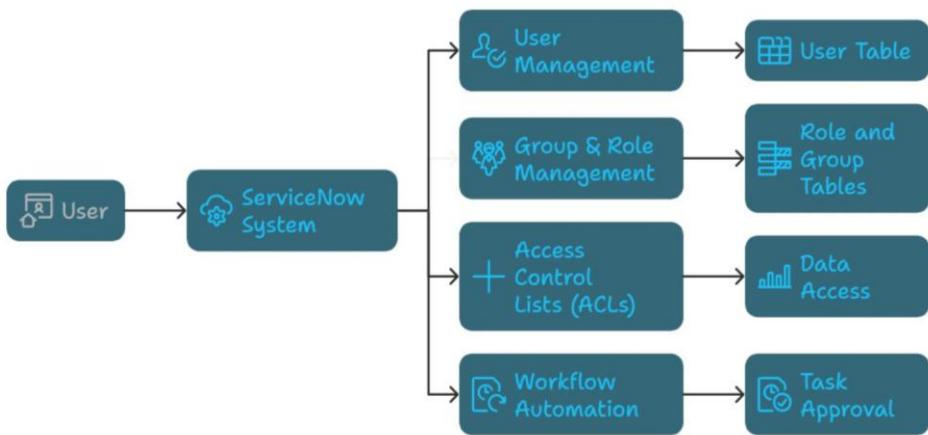
Date: 02 November 2025

Team ID: NM2025TMID07929

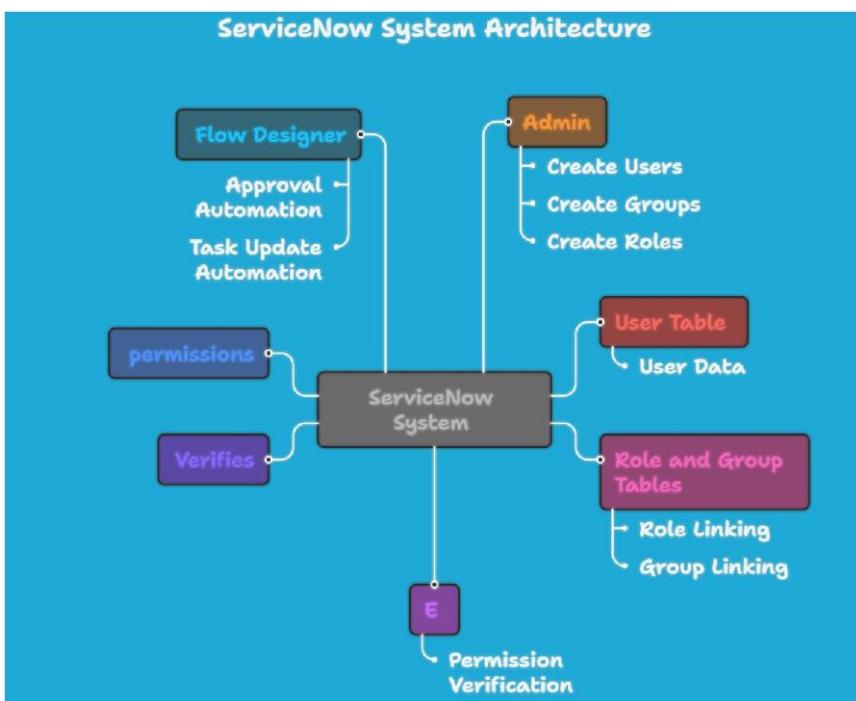
Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 4 Marks

Data Flow in User Management System



ServiceNow System Architecture



User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	User Management	USN-1	As an admin, I want to create and manage user accounts so that each team member has access to the ServiceNow system.	The system allows adding, editing, and viewing users through the User module.	High	Sprint-1
Administrator	Group Management	USN-2	As an admin, I want to create groups to better organize project team members.	Groups can be created and linked to roles in the system.	High	Sprint-1
Admin / System	Role Management	USN-3	As an admin, I want to define and assign roles to manage access permissions effectively.	Users gain access only to modules defined by their roles.	High	Sprint-2
Administrator	Assign Users to Groups	USN-4	As an admin, I want to assign users to appropriate groups and roles to enable task-based access control.	Users inherit group roles and permissions after assignment.	Medium	Sprint-2
System (Autocheck)	Application Access	USN-5	As a system, I want to automatically validate role-based access for each module to ensure proper authorization.	Access to tables and modules is restricted based on assigned roles.	High	Sprint-3
Administrator	Access Control List (ACL)**	USN-6	As an admin, I want to configure Access Control Lists (ACLs) to protect data and prevent unauthorized changes.	Users can only view or edit fields as per ACL rules.	High	Sprint-3
System (Flow Designer)	Workflow Automation	USN-7	As a system, I want to automate task status updates and approval workflows using Flow Designer.	Status changes to “Completed” upon approval, ensuring streamlined workflow.	High	Sprint-4