

Project Design Phase-II

Data Flow Diagram & User Stories

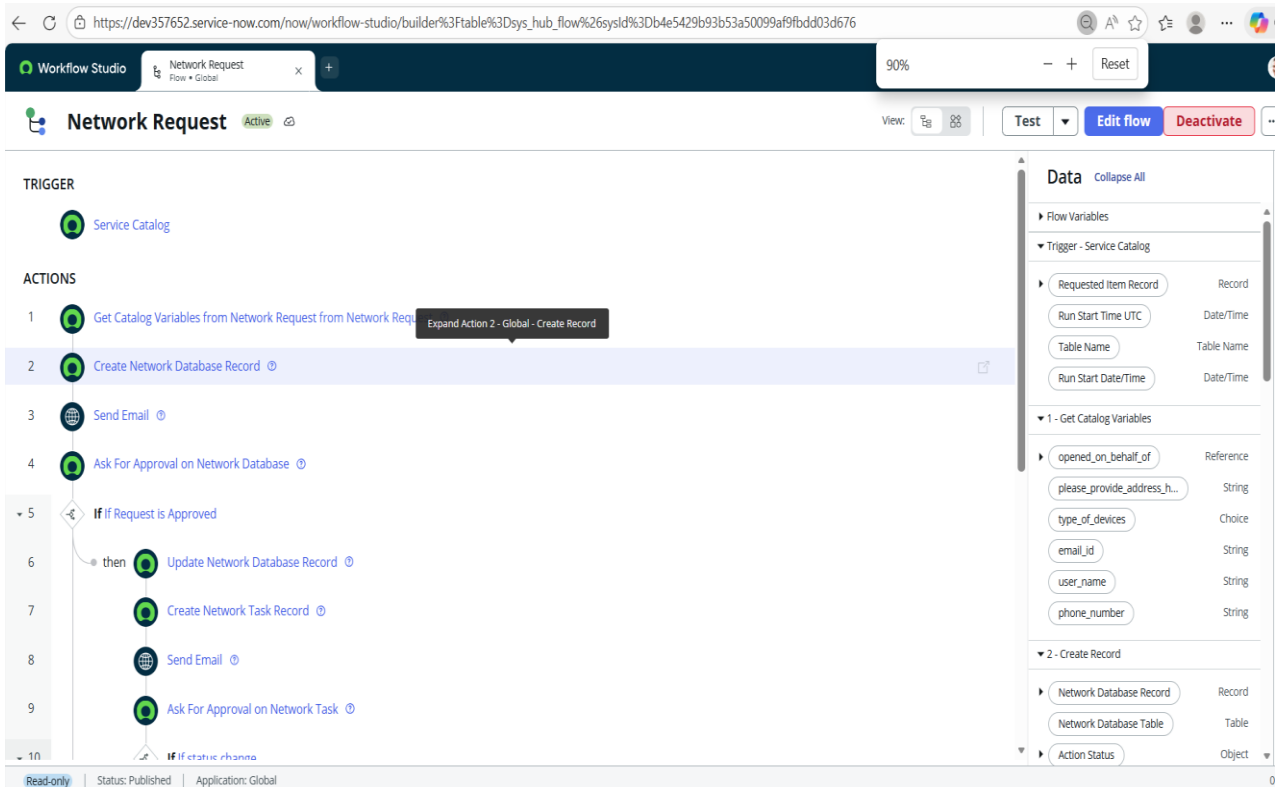
Date:	21-12-2025
Team ID:	
Project Name:	Automated Network Request Management in ServiceNow
Maximum Marks:	4 Marks

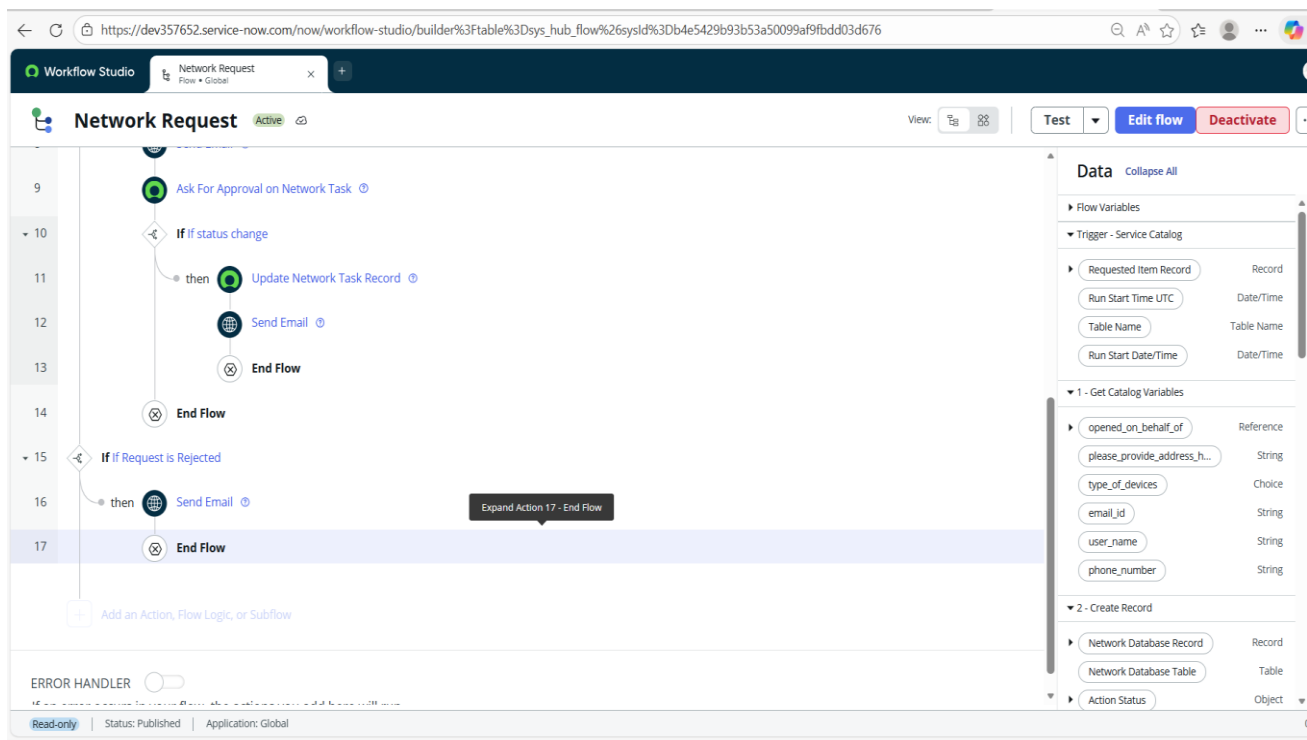
Data Flow Diagram (DFD)

The Data Flow Diagram illustrates how data moves through the **Automated Network Request Management System** in ServiceNow—from request submission to approval, fulfilment, and closure.

The system integrates **Service Portal**, **Service Catalog**, **Flow Designer**, **Custom Network Database**, and **Approval workflows** to ensure structured, automated processing of network requests.

Example:





User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Portal User)	Network Request Submission	USN-1	As a user, I can submit a network request through the Service Portal by filling in required network details.	Request is created successfully with all mandatory fields validated.	High	Sprint-1
Customer (Portal User)	Network Request Submission	USN-2	As a user, I can choose whether the request is a new connection or relocation.	Correct fields are displayed dynamically based on selection.	High	Sprint-1
Customer (Portal User)	Network Request Submission	USN-3	As a user, I can provide device type and device details while submitting the request.	Device details are saved correctly in the request.	Medium	Sprint-1
Customer (Portal User)	User Information Capture	USN-4	As a user, my email, phone number, and	User details are auto-filled without manual entry	High	Sprint-1

			username are auto-populated when I select "Opened on behalf of".			
Customer (Portal User)	Request Tracking	USN-5	As a user, I can track the status of my network request from the Service Portal.	Request status is visible (Pending Approval / Approved / Completed).	High	Sprint-1
Customer (Portal User)	Notifications	USN-6	As a user, I receive email notifications when my request is approved or completed.	Email notifications are triggered on status change.	Medium	Sprint-1