Project Design Phase-II

Data Flow Diagram & User Stories

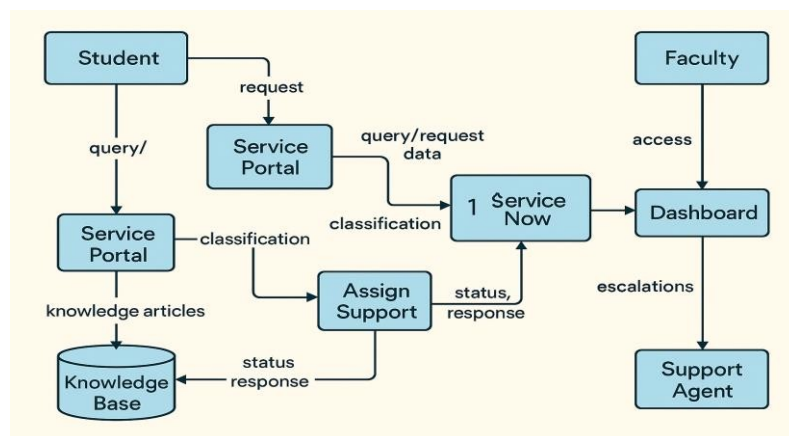| Date	30 June 2025
Team ID	LTVIP2025TMID30156
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** offers a visual blueprint of how information travels through the *Educational Institution's ServiceNow system*. It helps stakeholders grasp how students interact with the service portal, how their requests are categorized, processed, and resolved.
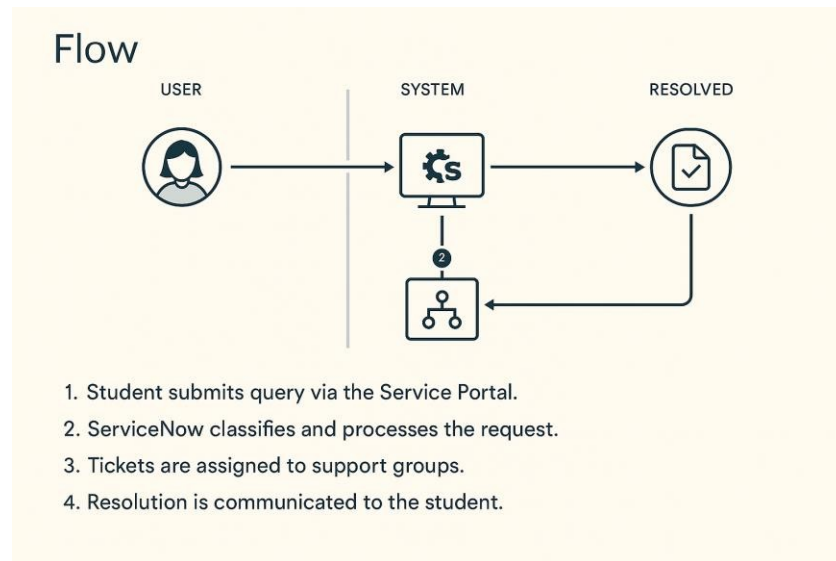
In this project, a well-structured DFD clearly illustrates:

- How students, faculty, and support agents initiate service requests through a centralized **ServiceNow portal**

- How data is automatically categorized, validated, and routed to specific **assignment groups** like academic help desks or IT teams

- How information is updated in real time within dashboards and **knowledge bases**, ensuring transparency

- Where system logs, request status updates, and student records are securely stored for administrative access

This diagram not only represents the **empathize and design phases** but also sets a strong foundation for planning automation, escalation paths, and real-time analytics in an educational environment.

.

Example: (Simplified)

Flow

1. Student submits query via the Service Portal.
2. ServiceNow classifies and processes the request.
3. Tickets are assigned to support groups.
4. Resolution is communicated to the student.

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
Student (Mobile user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application	I can register & access the dashboard with	Low	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			through Facebook	Facebook Login		
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
	Dashboard					
Customer (Web user)						
Customer Care Executive						
Administrator						