

Project Design Phase-II

Data Flow Diagram & User Stories

Date	01 November 2025
Team ID	NM2025TMID08447
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

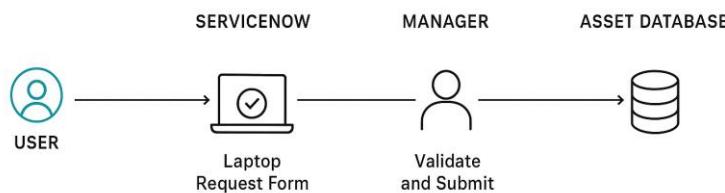
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a graphical representation that illustrates how data moves through a system. It shows the flow of information — how data enters, is processed, stored, and exits the system. DFDs are essential for understanding the logical flow of information and the interactions between users, system processes, and data stores.

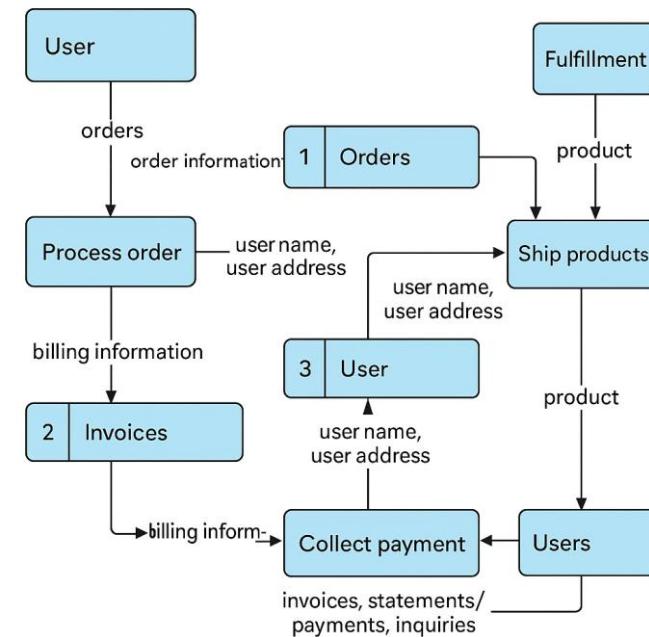
In this project, “Laptop Request through Service Catalog (ServiceNow Platform)”, the DFD depicts how employees submit laptop requests, how the system validates and processes them, and how approvals and tracking occur within the ServiceNow environment.

Example:

Flow



1. User submits laptop request form.
2. ServiceNow system validates the request.
3. Manager approves or rejects the request.
4. System updates Asset Database.
5. Confirmation is sent to the user.



User Stories

User stories define what different users need from the system in simple, goal-focused language. In this project, they describe how administrators, systems, and incident managers interact with the ServiceNow platform to manage user deletion requests safely. These stories ensure that the system prevents deletion of users who are still assigned to incidents — thereby maintaining data integrity and accountability within the incident management process.

List of User Stories

USN-1 – Administrator:

As an admin, I want to delete a user from the system so that I can manage inactive accounts.

Acceptance Criteria: The system should allow deletion only if the user is not assigned to any incident.

USN-2 – System (Auto-Check):

As a system, I must check whether the user is linked to any incident before processing a delete request.

Acceptance Criteria: Deletion proceeds only if no incident is assigned; otherwise, it must be blocked automatically.

USN-3 – Incident Manager:

As an incident manager, I want to receive an alert if a user with assigned incidents is requested for deletion.

Acceptance Criteria: The system displays a clear warning or alert indicating that the user is still associated with one or more incidents.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Employee	Laptop Request	USN-1	As an employee, I want to request a new laptop through the ServiceNow catalog so that I can easily get the required device for work.	The system should allow employees to submit a laptop request form successfully with all required details (model, reason, department, etc.).	High	Sprint-1
System (Auto-check)	Validation before Submission	USN-2	As a system, I must verify whether the employee already has an assigned laptop before approving a new request.	If the employee already has a laptop assigned, the system should prevent duplicate requests and show a validation message.	High	Sprint-1
Manager	Approval Workflow	USN-3	As a manager, I want to receive a notification for approval whenever an employee raises a laptop request.	The manager should receive an approval task in ServiceNow and be able to approve or reject the request.	Medium	Sprint-2