

Project Design Phase-II

Data Flow Diagram & User Stories

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Team Size : 4

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Data Flow Diagrams (DFD):

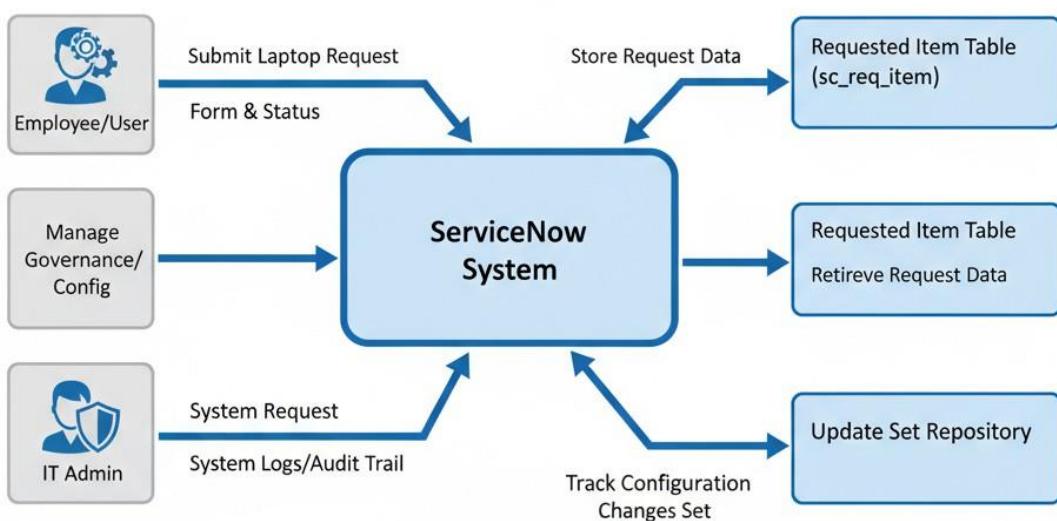
A Data Flow Diagram (DFD) is a visual representation of how data moves through a system. For your project, it shows how a laptop request is initiated, processed, and stored using ServiceNow components.

Purpose of DFD in Our Project:

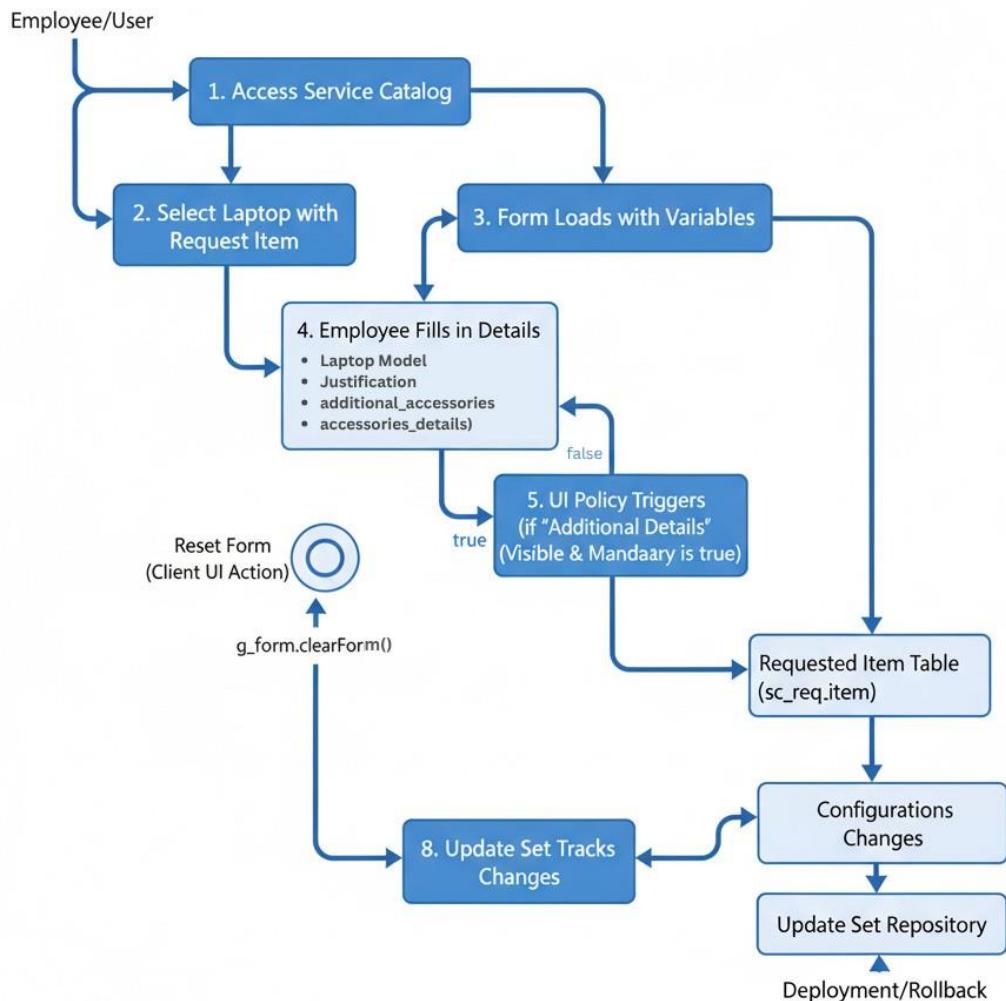
- Illustrates how users interact with the Service Catalog.
- Shows how form data flows through UI Policies and Client Scripts.
- Highlights where data is stored and how governance is maintained.

Data Flow Diagrams:

Level 0 DFD: Laptop Request System



Level 1 DFF: Laptop Request



User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee	Catalog Access	USN-1	As an employee, I want to request a laptop using a guided form.	Form loads with all required fields and instructions.	High	Sprint-1

System	Dynamic Field Logic	USN-2	As a system, I must show accessories details only when checkbox is selected.	UI Policy triggers correctly based on checkbox input.	High	Sprint-2
Employee	Form Reset	USN-3	As a user, I want to reset the form if I make a mistake.	Clicking reset clears all fields and shows confirmation.	Medium	Sprint-2
Developer	Governance	USN-4	As a developer, I want all changes tracked for safe deployment.	Update Set captures all configuration changes.	High	Sprint-3
Tester	Validation	USN-5	As a tester, I want to verify dynamic behavior and reset functionality.	All form logic works as expected during testing.	High	Sprint-3