

Project Design Phase-II

Data Flow Diagram & User Stories

Date	02 November 2025
Team ID	NM2025TMID08730
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

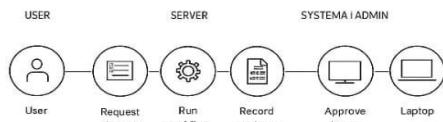
Data Flow Diagram (DFD)

A Data Flow Diagram (DFD) is a graphical tool used to represent the flow of information within a system. A well-designed DFD provides a clear and structured visualization of system requirements, showing how data is input, processed, stored, and output.

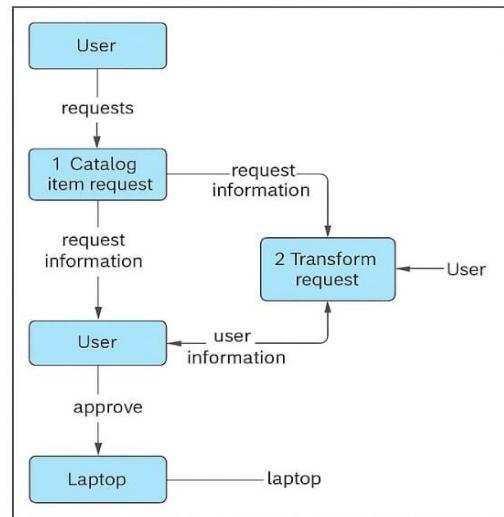
In the project “Laptop Request Catalog Item”, the DFD shows how a laptop request is handled. The employee sends a request through the ServiceNow system. The system checks the employee details, sends the request for manager approval, verifies laptop availability, and then updates the request status. This process helps to keep laptop requests clear, quick, and well-tracked.

Example:

Flow



1. A user requests a laptop from the catalog.
2. A workflow is started.
3. The request is transformed into a record.
4. The system administrator approves or rejects the request.
5. Approval grants the requested laptop.



User Stories :

User stories show what each user needs from the system. In this project, it helps employees easily request laptops and track the approval and delivery process.

User Type	Feature	Story No.	User Story	Acceptance Criteria	Priority	Release
Employee	Laptop Request	USN-1	As an employee, I want to	The system should allow filling	High	Sprint-1

			request a laptop through the catalog so that I can get one for my work.	and submitting a laptop request form.		
Manager	Approval	USN-2	As a manager, I want to approve or reject laptop requests from my team.	The system should notify the manager for approval or rejection.	High	Sprint-1
IT Admin	Check Stock	USN-3	As an IT admin, I want to check if laptops are available before approving the request.	The system should show laptop availability.	Medium	Sprint-2
System	Auto Fulfillment	USN-4	As a system, I want to create a task automatically when the request is approved.	A fulfillment task should be generated for delivery.	Medium	Sprint-2
IT Staff	Delivery Update	USN-5	As IT staff, I want to mark the laptop as delivered after giving it to the employee.	The system should update the status to “Delivered.”	Medium	Sprint-3