

Project Design Phase-II

Data Flow Diagram & User Stories

Date	27 OCT 2025
Team ID	NM2025TMID08741
Project Name	Educational Organisation Using ServiceNow
Maximum Marks	4 Marks

Data Flow Diagrams:

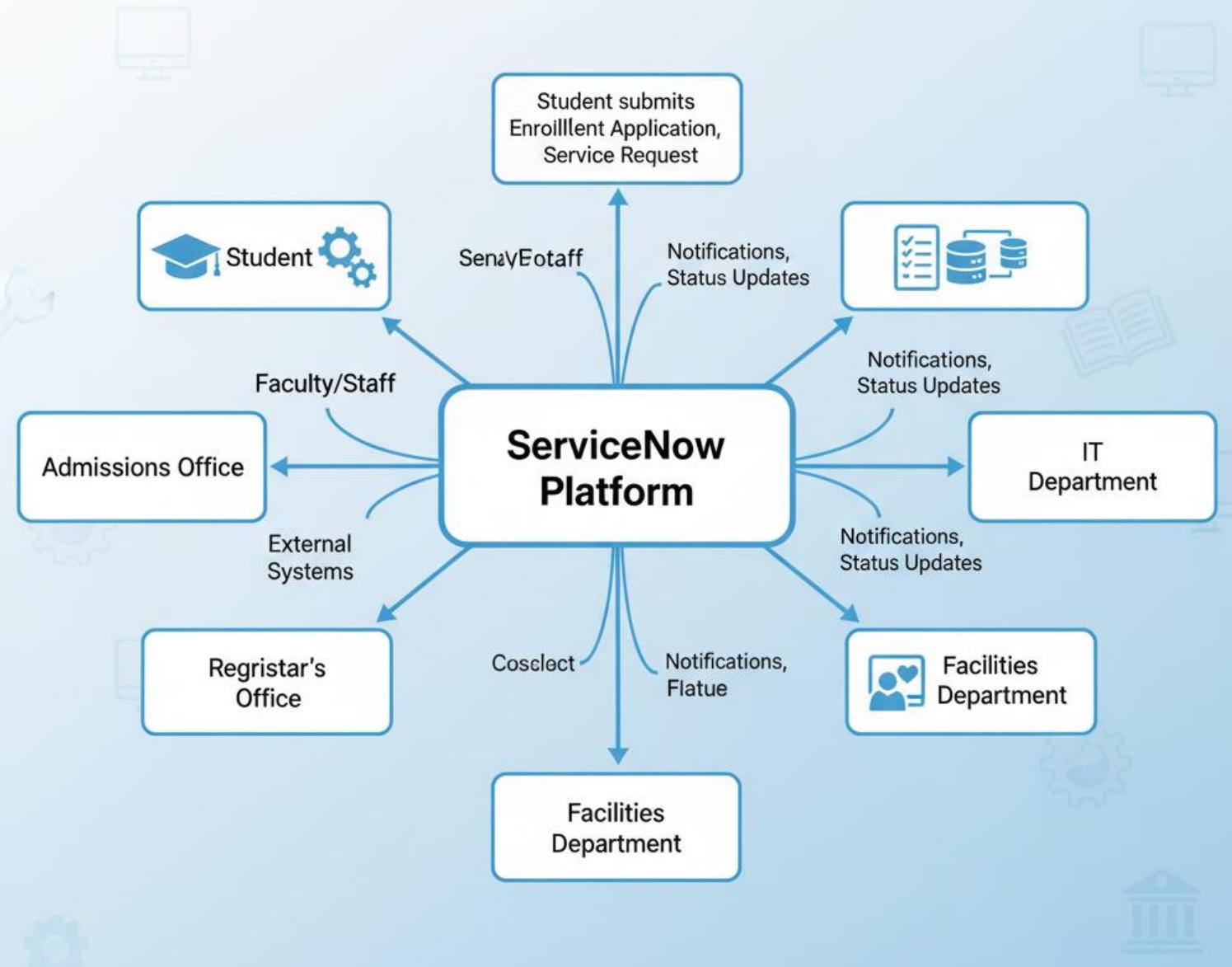
A **Data Flow Diagram (DFD)** illustrates how data moves through an educational organisation's system when using **ServiceNow**. It helps visualize the interactions between users, processes, and data stores within the platform. ServiceNow acts as a centralized system connecting students, faculty, administrative staff, IT, and HR departments through automated workflows and digital services.

At the **highest level (Level 0 DFD)**, the entire institution is represented as a single system — *“Educational Organisation Service Management System.”* Here, **students, staff, and administrators** act as external entities who send requests or receive responses. For example, a student submits a service request through the **ServiceNow Student Portal**. This request flows into the system, where it is logged, categorized, and routed to the appropriate department — such as IT for technical support or HR for documentation. The system then processes the request, updates the request status, and sends confirmation or completion notifications back to the user.

Example:

Data Flow Diagram (DFD) - Level 0: Context Diagram

Educational Organization Using ServtVoice



User Stories:

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure the system blocks user deletion only when necessary, protecting incident data.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Student	Request Management	USN-1	As a Student, I want to request a transcript through the portal, so that I can submit it for a job application without visiting an office.	The system should allow deletion only if the user is not assigned to any incident.	High	Sprint-1
Issue Tracking	Validation before Deletion	USN-2	As a Student, I want to report a campus Wi-Fi outage, so that the IT team can quickly restore service and I can attend my online class	Deletion proceeds only if no incident is assigned; else, it should be blocked.	High	Sprint-1
Admissions/Enrollment	Alert Notification	USN-3	As a Prospective Student, I want to view the status of my admission application, so that I know when to expect a decision	System shows a warning or alert about linked incidents before deletion.	Medium	Sprint-2