

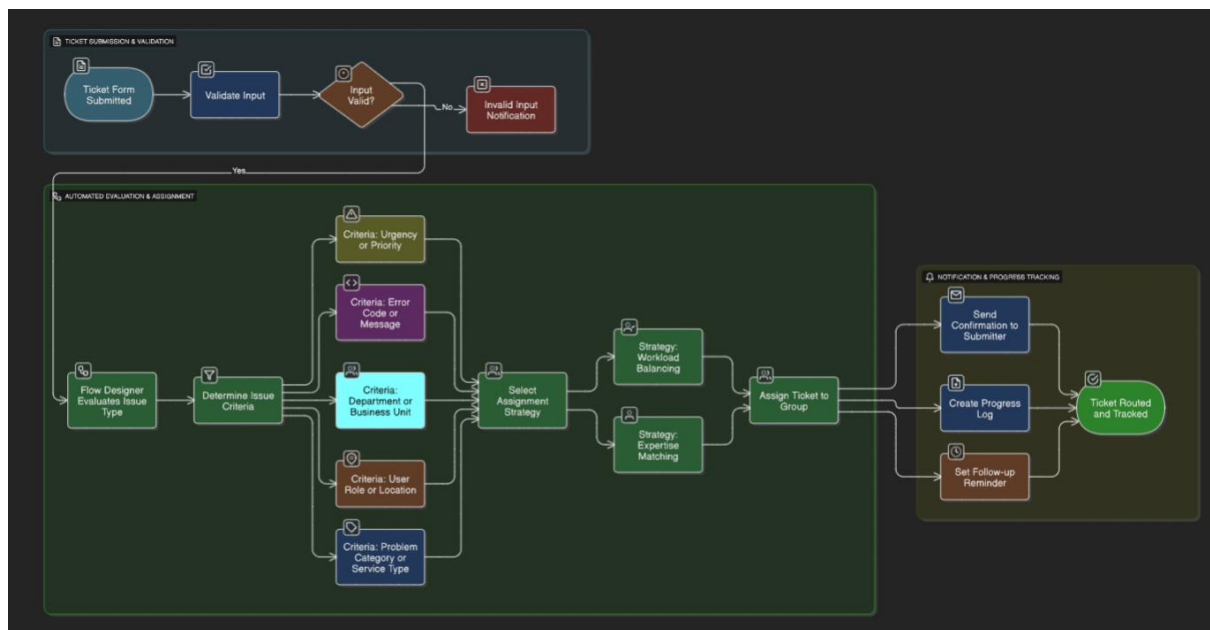
Project Design Phase-II

Data Flow Diagram & User Stories

Date	24 June 2025
Team ID	LTVIP2025TMID20421
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Mentor Name	Dr Shaik Salma Begum
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.



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
Support Admin (Dev)	ServiceNow Setup	USN-1	As a developer, I can set up a Personal Developer Instance	Instance is live and accessible for configurations	High	Sprint-1
Support Admin (Dev)	Update Set Creation	USN-2	As a developer, I can create and activate an update set	Update set is current and tracks changes	High	Sprint-1
Support Admin (Dev)	Table Creation	USN-3	As a developer, I can create the Operations Related table with issue field	Table is visible, issue field has predefined options	High	Sprint-1
Support Admin (Dev)	User & Group Creation	USN-4	As a developer, I can create users and assign them to groups	Users are added and associated with correct groups	High	Sprint-2
Support Admin (Dev)	Role Setup	USN-5	As a developer, I can create roles and assign them to groups	Roles appear under correct group configuration	High	Sprint-2
Support Admin (Dev)	ACL Configuration	USN-6	As a developer, I can create ACLs for table and fields	ACLs restrict access unless proper roles are assigned	Medium	Sprint-3
Support Admin (Dev)	Role Assignment to Table	USN-7	As a developer, I can assign platform and certificate roles to table access controls	Only specified roles have read/write access	High	Sprint-3
End User (Support Team)	Automated Routing: Certificates	USN-8	As a user, I can have tickets with "Regarding	Ticket appears in Certificates group queue immediately	High	Sprint-4

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			Certificates" auto-assigned			
End User (Support Team)	Automated Routing: Platform	USN-9	As a user, I can have login/404/user expired issues assigned to Platform group	Platform group receives matching tickets instantly	High	Sprint-4