Project Design Phase-II
Data Flow Diagram & User Stories

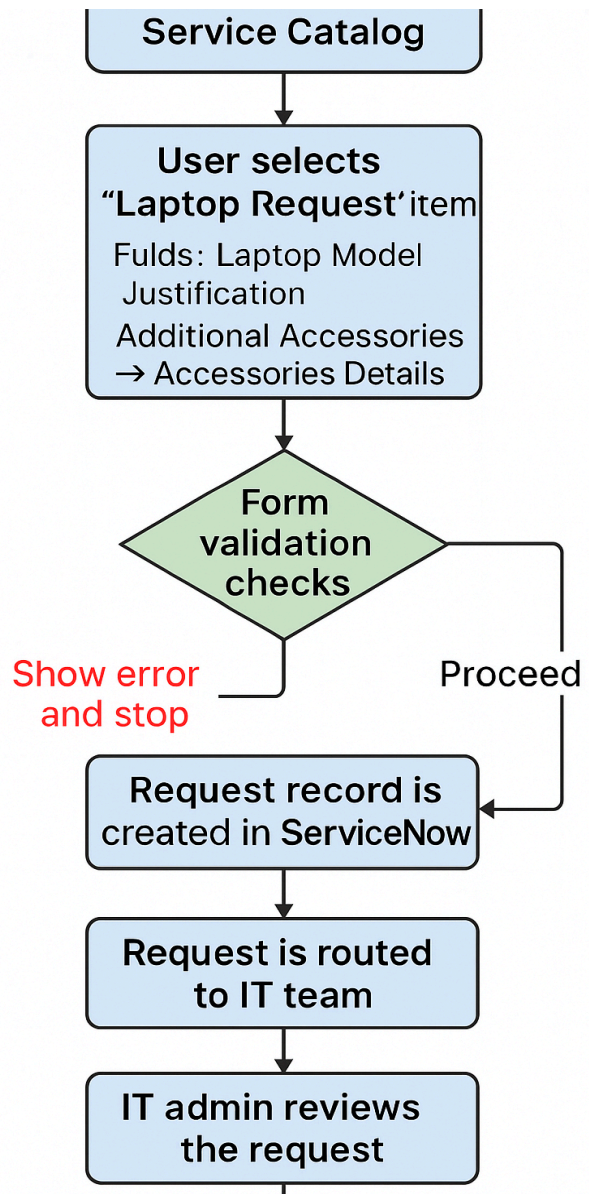| Date	31 January 2025
Team ID	LTVIP2025TMID30162
Project Name	Laptop Request Catalog Item (ServiceNow Administration)
Maximum Marks	4 Marks

Data Flow Diagram (DFD) Description

The Data Flow Diagram (DFD) illustrates how data flows within the system, from the moment a user opens the catalog form to the final step where the request is reviewed and fulfilled by the IT admin.

Key Components:

- **External Entity: Employee (end user)**

- **Processes:**

    o **P1: Fill and submit Laptop Request Form**

    o **P2: Perform field validation and logic**

    o **P3: Store and track request**

    o **P4: IT Admin reviews and processes the request**

- **Data Stores:**

    o **D1: ServiceNow Request Table**

    o **D2: User Inputs (Laptop Model, Justification, Accessories)**

- **Data Flows:**

    Form Data → Validated → Stored → Reviewed → Status Updated

```
                  ┌─────────────────────┐
                  │   Service Catalog   │
                  └─────────────────────┘
                             │
                             ▼
                  ┌─────────────────────┐
                  │     User selects    │
                  │ "Laptop Request"item│
                  │                     │
                  │  Fulds: Laptop Model│
                  │   Justification     │
                  │  Additional Accessories│
                  │  → Accessories Details│
                  └─────────────────────┘
                             │
                             ▼
                        ╱─────────╲
                       ╱   Form    ╲
                      ╱  validation  ╲──────────┐
                      ╲    checks    ╱   Proceed │
                       ╲            ╱            │
                        ╲─────────╱             │
                            │                    │
  Show error                │                    │
  and stop ─────────────────┘                    │
                                                 │
                  ┌─────────────────────┐        │
                  │  Request record is  │◄───────┘
                  │ created in ServiceNow│
                  └─────────────────────┘
                             │
                             ▼
                  ┌─────────────────────┐
                  │  Request is routed  │
                  │     to IT team      │
                  └─────────────────────┘
                             │
                             ▼
                  ┌─────────────────────┐
                  │  IT admin reviews   │
                  │     the request     │
                  └─────────────────────┘
                             │
```

📃 User Stories – Tabular Format

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Employee (End User)	Catalog Access	USN-1	As a user, I can access the Laptop Request Catalog item from the ServiceNow portal.	I can open the form from the service catalog.	High	Sprint-1
Employee	Form Interaction	USN-2	As a user, I can fill out Laptop Model, Justification, and Accessories fields in the request form.	Form accepts input in all required fields.	High	Sprint-1
Employee	Dynamic Fields	USN-3	As a user, I see the Accessories Details field only when I select the checkbox.	The field appears conditionally.	High	Sprint-1
Employee	Form Validation	USN-4	As a user, I cannot submit the form unless all mandatory fields are filled.	The form shows error and prevents submission.	High	Sprint-2
Employee	Reset Function	USN-5	As a user, I can reset the form using a reset button with confirmation.	Clicking reset clears the form with an alert.	Medium	Sprint-2
IT Admin	Request Review	USN-6	As an admin, I can view submitted laptop requests and update the status.	Requests appear in my queue and I can process them.	High	Sprint-2
Developer	Update Set Deployment	USN-7	As a developer, I can export the request form as an Update Set and import it into another instance.	Form and policies appear in target instance post-import.	Medium	Sprint-3