

Requirement Analysis

Data Flow Diagram & User Stories

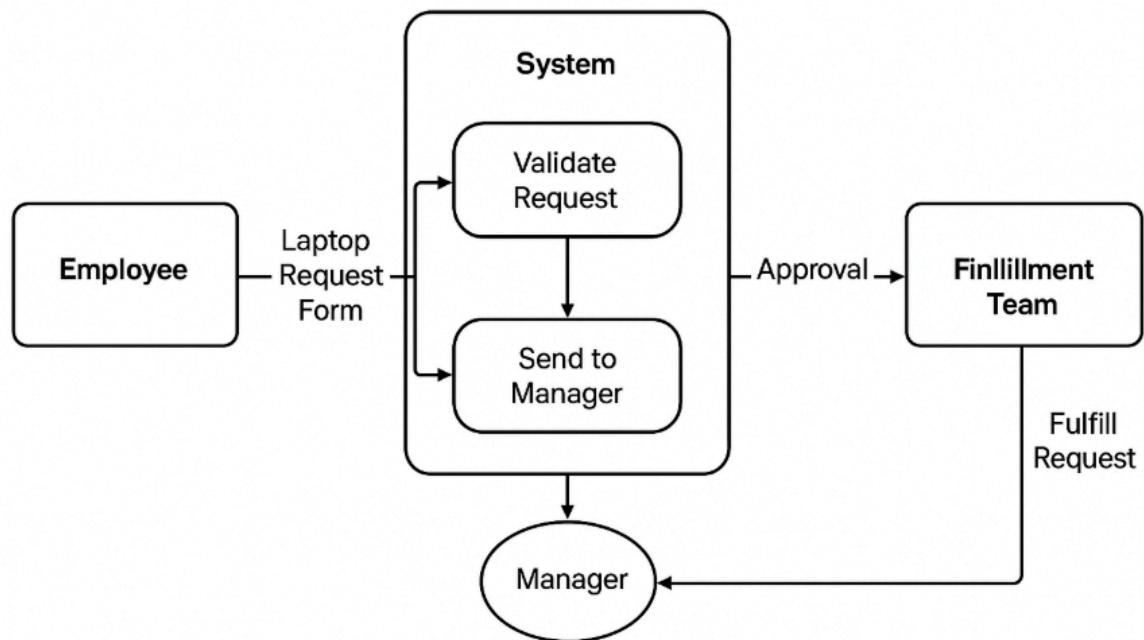
Date	2 November 2025
Team ID	NM2025TMID01594
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a structured, graphical representation that illustrates how data moves through a system. It visually describes where data originates, how it flows, what processes act upon it, and where it is stored.

In the project “Laptop Request Catalog Item,” the Data Flow Diagram (DFD) represents the flow of information between the employee (requester), manager, and the ServiceNow system. It shows how a user submits a laptop request through the catalog item, how the system routes it for approval, and how the final decision (approval or rejection) is processed.

Example:



User Stories:

User stories describe what each user expects from the system in simple, goal-oriented terms.

In this project, they define how different roles — requester, approver, and system — interact to ensure smooth and controlled processing of laptop requests

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority
Employee (Requester)	Laptop Request Submission	USN-1	As an employee, I want to submit a laptop request form specifying model type, justification, and urgency.	The system should allow form submission with all mandatory fields and confirmation of request receipt.	High
System (ServiceNow)	Workflow Validation	USN-2	As a system, I must automatically forward the laptop request to the approver based on predefined workflow rules.	The request should be routed to the manager for approval immediately after submission.	High
Manager (Approver)	Request Approval	USN-3	As a manager, I want to review, approve, or reject a laptop request based on justification and	Approval or rejection should update the request status and trigger a notification to the employee.	High

			availability.		
System (Notifier)	Email Notification	USN-4	As a system, I should send an email to both the requester and fulfillment team once the manager takes action.	Both the requester and fulfillment team should receive the correct status email within seconds of approval or rejection.	Medium
Fulfillment Team	Request Fulfillment	USN-5	As a fulfillment team member, I want to view approved requests and assign a laptop from available inventory.	Fulfillment status should be updated in the system after assigning the laptop.	Medium