Project Design Phase-2

Data Flow Diagram & User Stories

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01749
Project Name	EDUCATIONAL ORGANISATION USING SERVICENOW
Maximum marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a visual way to show how data moves through a system. It explains where the data starts, how it is processed, and where it goes in the end. In simple terms, a DFD helps us understand how information flows between users, the system, and the database.
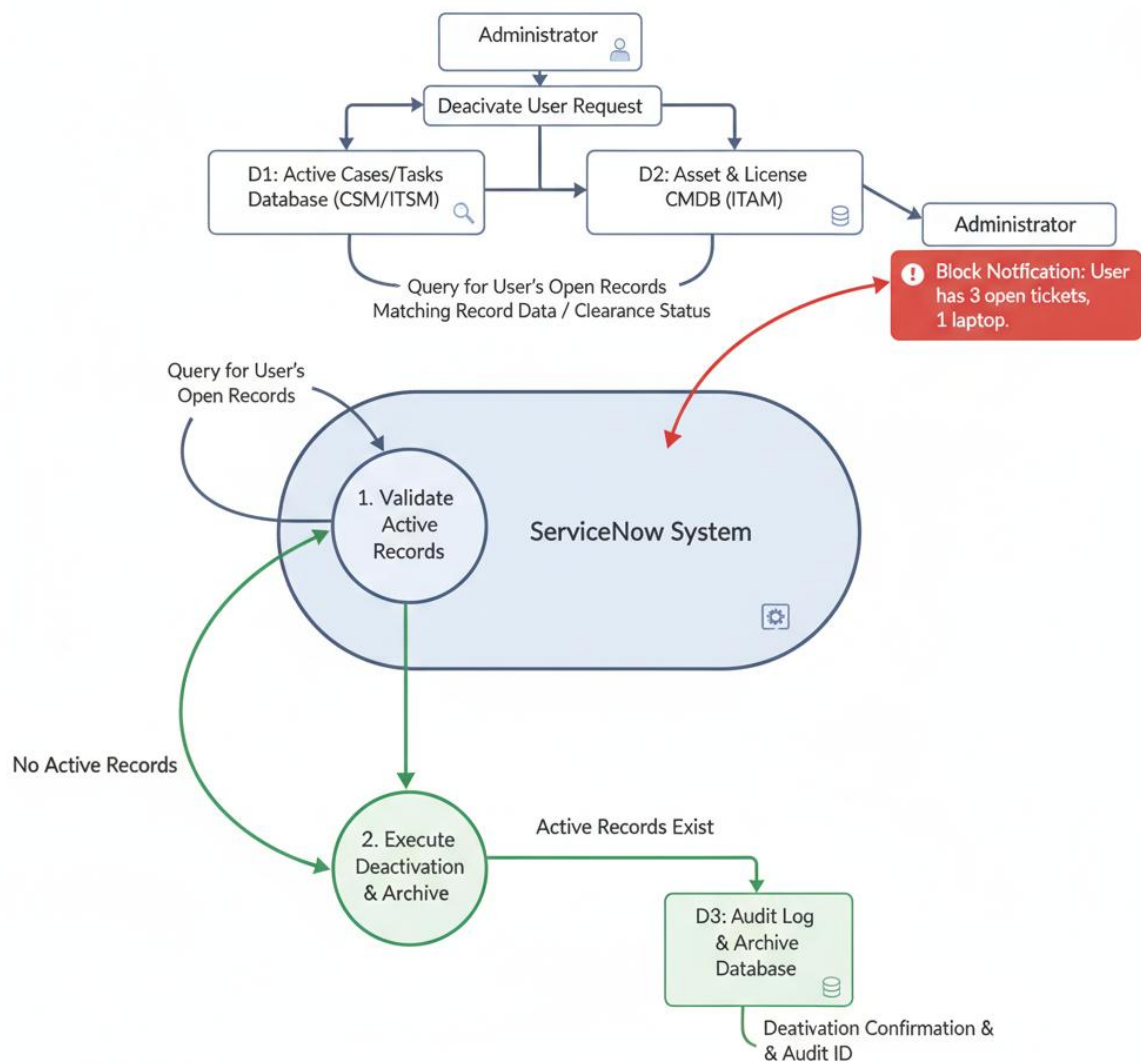
In the **Educational Organization Using ServiceNow** system, students send different requests like leave, admission, feedback, or maintenance through the online portal. These requests are received by the system and automatically passed to the right department or administrator.

The administrator checks each request and updates its status — approved, rejected, or pending. All details are saved safely in the ServiceNow database. Once the action is taken, the system sends a message or notification back to the student about the result.

This automatic data flow between students, administrators, and the system helps reduce manual work, saves time, and makes the process faster and more organized for everyone in the institution.

Example

ServiceNow for Education: User Deactivation Workflow

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 critical institutional data and workflows.

Who Needs It (User Type)	What They Need to Do (Epic)	Simple Goal (User Story)	How We Know It Works (Acceptance criteria)	Priority
HR Admin	Manage Accounts	As the **HR person**, I need a button to start the process of safely removing a student or staff member.	The system opens the official Offboarding Checklist when I click the button.	High
ServiceNow	Check Before Deleting	As the **computer system**, I must automatically check if the person has any **open tickets, unreturned laptops, or active projects** before deleting their account.	The account only gets deleted if the system finds nothing active; otherwise, it stops the deletion.	High
Facilities Staff	Get Property Back	As the **campus maintenance crew**, I need the system to immediately create a task for us to go collect their keys and parking pass.	The system instantly creates a **Facilities Work Order** with the list of property to reclaim.	High

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Student Support Manager	Reassign Work	As the **Student Manager**, I need the system to instantly give all of the departing student's **open cases** to another team queue so no work is dropped.	All the user's open cases are automatically moved to the "General Support Queue."	Medium
IT Asset Manager	Save Money	As the **IT Manager**, I need the system to take back the expensive software licenses (like special lab programs) when the person leaves.	The system marks the software license as available so we can give it to someone else.	High
Auditor	Record Keeping	As the **auditor**, I need the system to save a permanent, complete history of everything the person ever did (all their old tickets and cases).	A complete, unchangeable record of the user's history is stored before their account is fully erased.	High