Project Design Phase-II
Data Flow Diagram & User Stories

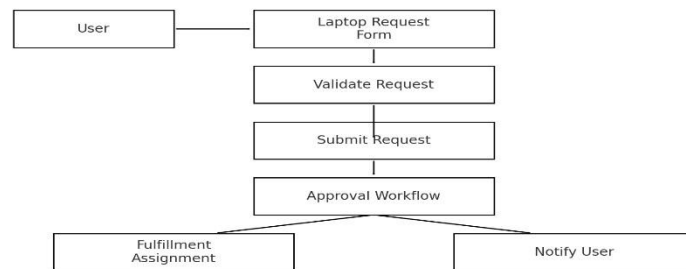| Date	27-01-2026
Team ID	**LTVIP2026TMIDS37778**
Project Name	Laptop Request Catalog Item in ServiceNow
Maximum Marks	4 Marks

Data Flow Diagrams:
A Data Flow Diagram (DFD) visually represents how data flows within the system. In this project "Laptop Request Catalog Item in ServiceNow", the DFD explains how a user submits a laptop request, how the system processes variables, UI policy logic, and form submission.
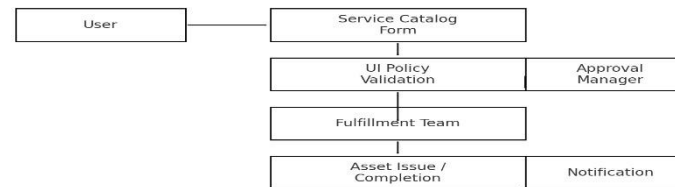
DFD Explanation:

1. User opens Service Catalog and selects Laptop Request
2. User fills variables (Laptop Model, Justification, etc.)
3. System checks UI policy (if Additional Accessories = true, show Accessories Details)
4. User submits request
5. Request is processed and recorded .

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
Employee	Laptop Request	USN-1	As an employee, I want to request a laptop.	Laptop Request Catalog Item must appear under Hardware.	High	Sprint-1
System	Validation	USN-2	As a system, I must show Accessories Details when checkbox is selected.	Field accessory details becomes mandatory when checkbox selected.	High	Sprint-1
Admin	UI Action	USN-3	As an admin, I want reset functionality.	Reset button clears form successfully.	Medium	Sprint-2