

Project Design Phase-II Data Flow Diagram & User Stories

Date	01 November 2025
Team ID	NM2025TMID04724
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

Data Flow Diagrams:

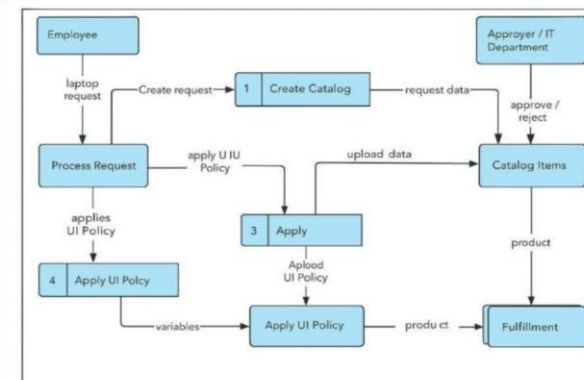
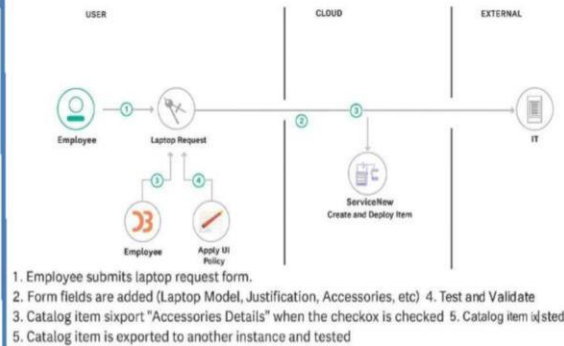
A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

In the project “Laptop Request Catalog Item”, Data Flow Diagrams (DFDs) illustrate how laptop request submissions are processed within the ServiceNow system. The DFD shows the interaction between the employee (requester), the ServiceNow platform, and the IT department or approver to ensure a smooth and automated request workflow. When an employee submits a laptop request form through the Service Catalog, the system captures key details such as the laptop model, justification, and additional accessories. If the employee selects the “Additional Accessories” checkbox, the form dynamically displays the “Accessories Details” field, which becomes mandatory through a UI Policy.

The system validates all inputs before forwarding the request to the IT department for review and approval. Additionally, a “Reset Form” UI action allows users to clear all entered details instantly, improving usability. Once the configuration is complete, the update set is exported and committed to another instance, ensuring version control and deployment consistency. This DFD effectively represents how user input, system logic, and administrative controls interact to streamline and automate the laptop request process.

Example:

Flow



User Stories

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure employees can efficiently request laptops, the system dynamically responds to user selections, and administrators can manage and deploy the catalog item smoothly.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority Release
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The form should allow entry

As an employee, I want to submit a

Submit Laptop		of laptop model, justification,	Sprint-
Employee	USN-1	laptop request form so that I can	High
Request		and accessories, and submit	1

get the required laptop for work.
successfully.

As a system, I must display the

The field should appear

“Accessories Details” field only

System (Auto- Dynamic UI		dynamically and become	Sprint-
check)	USN-2	when “Additional Accessories” is	High
Policy		mandatory only when the	1

selected, to guide accurate data
checkbox is checked.
entry.

As an administrator, I want to

The update set should export

Create and	create, test, and export the Laptop
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Administrator /				and import successfully,	Sprint-
	Deploy Catalog	USN-3	Request catalog item using update	High	
Developer				preserving all catalog	2
	Item		sets for deployment across		
			configurations and scripts.		
			instances.		
			Approved requests should		
	Review and		As an IT department member, I		
IT Department				display correctly in the	Sprint-
	Approve	USN-4	want to view and approve laptop	Medium	
(Approver)				service catalog and update	3
	Requests		requests submitted by employees.		
			the requester's status.		