Project Design Phase-II
Data Flow Diagram & User Stories

Date	02 November 2025
Team ID	NM2025TMID04313
Project Name	Laptop Request Catalog Item
Maximum Marks	4 Marks

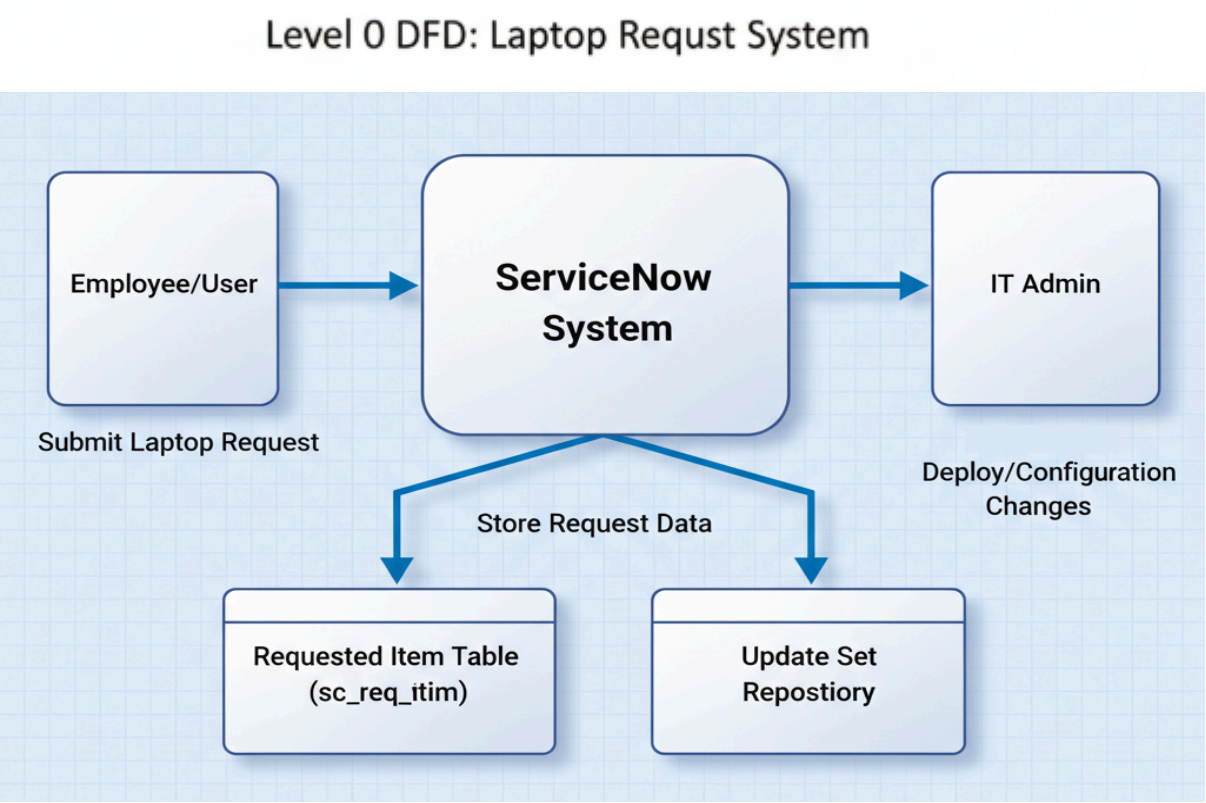
Data Flow Diagrams (DFD) and Mapping:

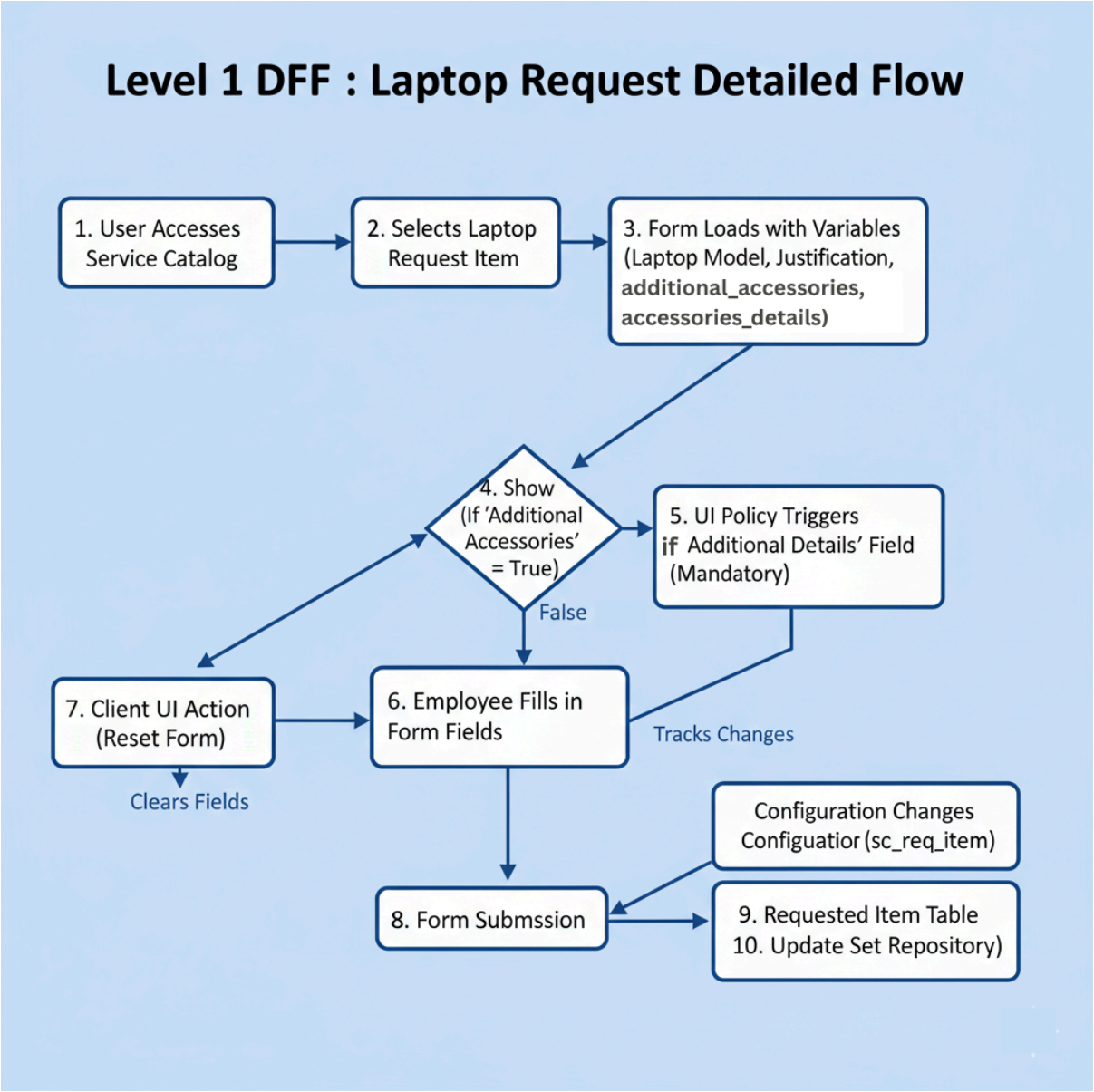
A Data Flow Diagram (DFD) serves as a visual representation of how information is processed and transferred through the ServiceNow system. For the Laptop Request project, the DFD details the journey of a request from user initiation to data storage and governance.

Purpose of DFD in This Project:

- **User Interaction:** Maps employee access through the **Service Catalog** interface.
- **Data Transformation:** Shows data flow via **UI Policies/Client Scripts** (client-side logic).
- **Data Residency/Governance:** Highlights where request data is stored and how **Update Sets** maintain governance.

Data Flow Diagrams:





User Stories:

User Type	Functional Requirement (Epic)	User Story No.	User Story / Task	Acceptance Criteria	Priority	Release
Employee	Catalog Access & Usability	USN-1	As an **employee**, I want to request a laptop using a clear, guided digital form.	The form loads correctly with all required variables, clear instructions, and intuitive layout.	High	Sprint-1

System	Dynamic Field Management	USN-2	As a **system**, I must dynamically show the **Accessories Details** field *only* when the corresponding checkbox is selected.	The Catalog UI Policy triggers instantaneously and correctly based on user input for accessories.	High	Sprint-2
Developer	Governance & Deployment	USN-3	As a **developer**, I want all configuration changes to be tracked within a dedicated Update Set for safe deployment.	The **"Laptop Request"** Update Set captures all new and modified artifacts (item, variables, policies, actions).	High	Sprint-3
Tester	Quality Assurance	USN-4	As a **tester**, I want to verify that the dynamic field behavior and form reset functionality work flawlessly.	All defined UI Policy and Client UI Action logic passes manual testing without defects.	High	Sprint-4

Conclusion:

This mapping exercise ensures a tight alignment between the user's needs and the proposed technical implementation. By defining clear User Stories and visualizing the Data Flow, the project team can guarantee that development is focused on delivering key functional components: guided catalog access, dynamic form behavior (UI Policy), and enhanced usability (Client UI Action). The high-priority requirements directly address the core pain points identified in the Problem Statement.